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

1  
2           **COMMISSIONER EDGAR:** Okay. We are going to go  
3 ahead and get started. Thank you again, everyone, for  
4 your patience. Thank you for being here with us this  
5 evening. I'm going to call this customer hearing,  
6 meeting to order.

7           My name is Lisa Edgar, and I'm a Commissioner  
8 with the Florida Public Service Commission. I and my  
9 colleagues and our staff have come here from  
10 Tallahassee. We are glad to be here. Let me start by  
11 asking my colleague to my left to go ahead and, if you  
12 would, please, introduce yourself as well.

13           **COMMISSIONER BROWN:** Thank you, Madam Chair.  
14 I think I'm off here. But good evening. Thank you so  
15 much for attending. We look forward to seeking your  
16 input on the customer portion of this meeting. And I'm  
17 very happy to see you all here and happy to be here in  
18 Marianna. Thank you. I'm Julie Brown.

19           **COMMISSIONER EDGAR:** Thank you. We have a few  
20 preliminaries we're going to run through, and then I'll  
21 talk for just a couple of minutes about how we're going  
22 to kind of run things here this evening. So let me go  
23 ahead and get some of those preliminaries out of the way  
24 and ask my staff to read the notice, please.

25           **MS. BROWNLESS:** Thank you. By notice, this

1 time and place has been set for a customer service  
2 hearing in Docket Number 140025-EI, application for rate  
3 increase by the Florida Public Utilities Company.

4 **UNIDENTIFIED SPEAKER:** Excuse me. Either talk  
5 closer to the mike or raise the volume. I'm hard of  
6 hearing.

7 **COMMISSIONER EDGAR:** All right. Let's see if  
8 we can get that fixed.

9 (Laughter.)

10 **MS. BROWNLESS:** Is that better, sir?

11 **COMMISSIONER EDGAR:** Okay. You good? All  
12 right.

13 And then next I need to please ask the  
14 attorneys who are representing parties in this docket to  
15 make appearances.

16 **MR. GUYTON:** Commissioners, my name is Charlie  
17 Guyton. I'm with the Gunster Law Firm, and I'm here on  
18 behalf of Florida Public Utilities Company.

19 **COMMISSIONER EDGAR:** Thank you.

20 **MR. KELLY:** Madam Chair, Commissioners, I'm  
21 J. R. Kelly. I'm here with Patty Christensen. I'm with  
22 the Office of Public Counsel. We represent the  
23 ratepayers of the utility.

24 **MS. BROWNLESS:** And I'm Suzanne Brownless.  
25 I'm here on behalf of the staff of the Florida Public

1 Service Commission.

2 **COMMISSIONER EDGAR:** Thank you. And also at  
3 the front table here with me is Jim Dean, who is a  
4 division director and staff member with the Public  
5 Service Commission, and will be available to help us  
6 answer questions, if there are any. And also to my far  
7 right our court reporter, who will be transcribing the  
8 proceedings here this evening. And next to me, one of  
9 my other colleagues, Commissioner, if you would  
10 introduce yourself, please.

11 **COMMISSIONER BALBIS:** Thank you. I'm  
12 Commissioner Eduardo Balbis, and I want to thank  
13 everyone for coming here tonight. I really appreciate  
14 everyone's participation, and I look forward to hearing  
15 your testimony today.

16 **COMMISSIONER EDGAR:** We are here this evening  
17 to hear your comments, concerns, if any, about the  
18 request that Florida Public Utilities has made for a  
19 rate increase and also any comments that you have about  
20 your service. So that's what we are looking for from  
21 you. We're glad that you're going to participate this  
22 evening. We are here to hear what you want to tell us.

23 There is a sign-up sheet that I hope everyone  
24 who has come this evening saw as you were walking in the  
25 door. If you would like to speak to us, we ask that you

1 do sign up on the sheet right outside the doorway. In a  
2 few moments Mr. Kelly will use that sheet to call names  
3 in order. We do want to hear from you, but if for any  
4 reason you would prefer not to come to the podium and  
5 speak, although I assure you we are very friendly and it  
6 will be just fine, but if for some reason you would  
7 prefer not to speak, there also is this yellow sheet  
8 that is also out there by the door. It gives a little  
9 basic information about the petition that the Commission  
10 will be considering. And also on the back page there's  
11 an area where you can fill out comments. You could do  
12 that this evening and hand it to a member of our staff  
13 at the door. It also has an address. If you wanted to,  
14 you could pop it in the mail and mail it to us and that  
15 would be just as good. Also, if you want to, if you  
16 have friends or neighbors, family members who could not  
17 come this evening but that would have liked to have the  
18 opportunity to speak, you can take some home with you,  
19 pass them out. It's also very, very easily found on our  
20 website. It could be printed out and either emailed to  
21 us or dropped in regular mail to send to us. So that is  
22 another option that is available.

23 We do, as I mentioned, have Public Service  
24 Commission staff at the doorway and probably in the  
25 hallway. So if you do have any other comments or

1 questions, they are available to you as well. And I  
2 presume that probably the utility has some staff, but  
3 I'll let them speak to that.

4 So before we get to our main purpose, which is  
5 to ask to hear from you, what I would like to do is to  
6 ask the two parties in the case, FPUC and OPC, to give  
7 you some brief opening comments as to what is before us.  
8 And so, Mr. Guyton, I would like to start with you,  
9 please.

10 **MR. GUYTON:** Thank you, Madam Chair. I think  
11 probably I should begin by asking that an exhibit be  
12 marked.

13 **COMMISSIONER EDGAR:** We can start with that,  
14 if you would like.

15 **MR. GUYTON:** And this is the notice of the  
16 hearing tonight. I want to make sure we all have copies  
17 of it.

18 **COMMISSIONER EDGAR:** Thank you. So that will  
19 be marked as Exhibit 1 for --

20 **MR. GUYTON:** I think perhaps 2.

21 **COMMISSIONER EDGAR:** Oh, is it 2?

22 **MR. GUYTON:** I think staff has a composite  
23 exhibit that is usually 1.

24 **COMMISSIONER EDGAR:** Thank you.

25 **MR. GUYTON:** Whatever is appropriate.

1           **MS. BROWNLESS:** It should be 2.

2           **COMMISSIONER EDGAR:** Okay. Then we will mark  
3 it as Exhibit 2.

4           **MR. GUYTON:** And those are the notices for the  
5 northwest division. Exhibit 3, the notices for  
6 Fernandina, will be provided at tomorrow's service  
7 hearing.

8           **COMMISSIONER EDGAR:** Thank you.

9           (Exhibit 2 marked for identification.)

10          **MR. GUYTON:** With that I want to note that  
11 there are a number of representatives of the company  
12 here in the audience tonight, and I want to ask them if  
13 they would simply stand. And the purpose of this is for  
14 customers to have the benefit of knowing the customer  
15 service representatives, particularly those that feel  
16 like they need to raise an issue with the company.  
17 These people are here tonight to address your concerns.  
18 So if you speak here tonight or if you have another  
19 concern, please approach someone with the company  
20 because they want to be heard. They want you to be  
21 heard and, more importantly, they want to meet your  
22 concerns. So thank you all very much.

23                   And rather than listen to an attorney talk,  
24 I'm going to ask your indulgence and ask Mr. Lynwood  
25 Tanner to come up and present a brief summary on behalf

1 of the company.

2 **COMMISSIONER EDGAR:** Okay.

3 **MR. TANNER:** Thank you very much. As  
4 mentioned, my name is Lynwood Tanner. I am the  
5 Northwest Florida Division Operations Manager here at  
6 Florida Public Utilities Company. We've been serving  
7 here in Marianna and other surrounding communities for  
8 more than 70 years now, and we look forward to serving  
9 our customers for many more. We respect our obligation  
10 to serve, and we are, we are always looking for ways to  
11 improve our service. That's why we welcome your  
12 feedback and comments today. We will take what you say  
13 here today to heart and make every effort to address any  
14 concerns you have and take actions on your comments.

15 Many of you may have noticed --

16 **COMMISSIONER EDGAR:** Mr. Tanner, I'm so sorry.  
17 I don't mean to interrupt. But if you do -- I think  
18 that turns, and if you would want, like to do that --  
19 Mr. Durbin, can you maybe help Mr. Tanner for me?

20 **MR. DURBIN:** Absolutely.

21 **COMMISSIONER EDGAR:** I mean, it's up to you,  
22 but -- does that work for you?

23 **MR. TANNER:** Yes.

24 **COMMISSIONER EDGAR:** Okay. Yes, do be careful  
25 with the wires. No, no trips to the ER tonight.

1           **MR. TANNER:** Thank you very much. Anyway,  
2 many of you have noticed that we've been doing a lot of  
3 work over the past couple of years, and what you've seen  
4 us doing in the field is just a small part of the  
5 overall efforts we've been making to implement  
6 additional changes that ensure you get the topnotch  
7 service and reliability you deserve. We've made a  
8 concerted effort to replace aging facilities such as  
9 distribution feeder lines, power poles, and substations  
10 upgrade. Those of you who live on the south, the  
11 southwest side of Marianna with power feed along the  
12 railroad tracks, we have experienced problems in the  
13 past there. As promised, we have addressed that problem  
14 and have a reliable different feed to all our customers  
15 in that area. We work hard to make sure we are on top  
16 of our vegetation management program so that you will  
17 see fewer service interruptions.

18           In addition to those efforts, we've also taken  
19 a good hard look at how we manage our business. And as  
20 a result, we have implemented initiatives to make sure  
21 we're at cost -- we're cost conscious and as we, as we  
22 should be. We've also embarked on some unique projects  
23 to help us reduce our fuel costs which are not covered  
24 by our base rates, as well as enhance our reliability to  
25 areas at particular high risk of disruptions.

1           Also, in spite of our best efforts, our costs  
2 have outpaced our revenues and we have reached a point  
3 where we will be unable to continue to provide you with  
4 the reliable service that you deserve, much less improve  
5 on the service that we provide. Given the company's  
6 current financial status, we completely understand all  
7 of your, all of our customers' rate increase has  
8 financial impacts. We, we understand that.

9           Also we don't, we don't take this lightly, you  
10 know. We understand your concerns. But there's a,  
11 there's a really -- there isn't really a good time to  
12 ask for a rate increase. But without the requested  
13 revenue increase, our ability to continue to provide  
14 consistent reliable service will decline. Rate relief  
15 will ensure that capital intensive reliability projects  
16 designed to improve reliability and service to you will  
17 not be delayed or abandoned. Thank you very much.

18           **COMMISSIONER EDGAR:** Thank you, Mr. Tanner.

19           And now, Mr. Kelly, if you have some comments,  
20 and you're welcome to use that however you choose.

21           **MR. KELLY:** Thank you, ma'am.

22           Good evening. As I said, my name is J. R.  
23 Kelly. I'm with the Office of Public Counsel, and I'm  
24 here with Patty Christensen standing in the back. She  
25 is the lead attorney on this matter for our office, and

1 we represent you, the ratepayers. Now our office is  
2 independent of the Public Service Commission, and our  
3 sole purpose is to represent ratepayers.

4 Why are we here tonight? We're here because  
5 Florida Public Utilities Company, or FPUC, has filed a  
6 petition to increase their annual rates by approximately  
7 \$5.8 million. That represents about a 34 percent  
8 increase in your base rates -- not your overall rates,  
9 but a 34 percent increase in your base rates.

10 We've intervened in this matter and we're  
11 going to contest those areas that we do not feel like  
12 Florida Public Utilities Company has met their burden to  
13 prove that they are entitled to all of that money.

14 The way rates work in Florida is this. FPUC  
15 is required to provide you safe, adequate, and reliable  
16 service. In return, they get to collect their prudent  
17 and reasonable operating expenses, and they also have  
18 the right to earn a fair and reasonable return on their  
19 investment. And we're going to insist that the Public  
20 Service Commission hold them to that standard because  
21 they have the burden of proof here.

22 We have recently filed testimony that we  
23 believe Florida Public Utilities Company is entitled to  
24 no more than \$2 million -- not 5.8, but only 2. And I  
25 want to just share with you a couple of the big tickets

1 items that we have identified.

2 First, excess profit. FPUC is requesting  
3 11.25 percent return on equity. It's after-tax profit.  
4 Bottom line is we feel that is extremely excessive in  
5 today's market conditions. We believe that no more than  
6 9 percent is fair and reasonable. That's a \$1 million a  
7 year issue.

8 In 2009, FPUC was merged into another company  
9 called Chesapeake Utilities. That's an out-of-state  
10 company. Since that time a lot of costs from  
11 Chesapeake, which is located out of state, are now  
12 flowing down into the state and flowing to FPUC. The  
13 bottom line is in this matter FPUC wants you, the  
14 ratepayers, to pay for those costs. We do not believe  
15 that those costs, the majority of those benefit you  
16 directly, the ratepayer, and we're going to contest a  
17 lot of those, especially the ones that deal with new  
18 company development, new energy development that the  
19 bottom line is, as we see it, based upon the evidence  
20 we've seen so far we're not convinced that it directly  
21 benefits you, the ratepayers of FPUC in Florida. That's  
22 about a \$700,000 a year issue.

23 And the final area we're contesting that's a  
24 big ticket item is excessive bonuses and incentive  
25 compensation. I cannot discuss the details of that

1 because FPUC has requested confidentiality on those  
2 issues. So I apologize but I cannot discuss that.  
3 However, what I will tell you is consistent with our  
4 position we've always taken in rate cases. We are going  
5 to contest those areas that we feel do -- that are not  
6 directly tied to providing you safe, adequate, and  
7 reliable electric service.

8 Now how can you help and why are we here  
9 tonight? Folks, this is not my meeting, this is not the  
10 Commission's meeting, this is not FPUC's meeting. This  
11 is your meeting. This is the ratepayer meeting. Please  
12 take this opportunity to talk. Come up here, talk to  
13 the Commissioners behind me. They want to hear from  
14 you. I absolutely promise you that. They want to hear  
15 from you, good, bad, whatever. You got good things to  
16 say about FPUC, come up here. You got things that are  
17 not so good to say, come up here. Whatever you want to  
18 say we want to hear from you. This is your meeting.  
19 The only thing I'll tell you is this: Speak up, speak  
20 loud, and be honest. Thank you very much.

21 **COMMISSIONER EDGAR:** Thank you, Mr. Kelly.

22 Ms. Brownless, any other preliminary matters  
23 before we move to customers?

24 **MS. BROWNLESS:** No, ma'am.

25 **COMMISSIONER EDGAR:** Wonderful. Thank you.

1           Okay. So as I mentioned a few minutes ago, in  
2 a moment I'll ask Mr. Kelly to call names from the order  
3 that you have signed in. When he does call your name,  
4 if you would come forward, please tell us your name,  
5 tell us your address. If your name is maybe a little  
6 unusual spelling or something that we might not get the  
7 spelling, if you would help us with the spelling, that  
8 will help us. That will also help our court reporter,  
9 who is transcribing.

10           And after you have shared your comments,  
11 concerns, compliments with us, then there is the  
12 opportunity if the attorneys or if one of us has  
13 questions for you so that we are sure that we are  
14 understanding what it is you want us to hear. So with  
15 that, let me ask, Commissioners, any comments? Ready to  
16 jump in. Okay.

17           We are ready to go. Mr. Kelly, if you would  
18 call the first name, please.

19           **MR. KELLY:** Thank you, ma'am. The first  
20 speaker is Mr. Aaron Ellison.

21           **COMMISSIONER EDGAR:** Mr. Ellison, thank you so  
22 much. And my friend and colleague has just reminded me  
23 that I did forget something. I thought that I would.  
24 So before I ask you to speak, as I mentioned, this is a  
25 part of the official record for this proceeding, and so

1 what I need to do is swear you all in because you are  
2 witnesses as part of the hearing that will take place  
3 next month. So thank you, Commissioner Brown. And with  
4 that, those of you who intend to speak, if you would  
5 stand as a group. You get to be the front. If you  
6 would all stand as a group with me and raise your right  
7 hand.

8 (Witnesses collectively sworn.)

9 Thank you very much. Thank you.

10 Yes, sir.

11 **AARON ELLISON**

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

15 **DIRECT STATEMENT**

16 **MR. ELLISON:** Okay. My name is Aaron Ellison,  
17 and I've been having problems with the electric company  
18 for the last four years. They had the first rate  
19 increase, and it's like that man says from the Public  
20 Counsel, that Chesapeake, they're not a small company.  
21 They are big. And I, you know, I got a portfolio at the  
22 house. It shows they're not a small company. I wish  
23 this company would stay small. I wish the people would  
24 pull together, somebody. It wouldn't hurt my feelings  
25 if they put the company up for sale because it's

1 ridiculous.

2 I pay \$240 a year just in service fees on top  
3 of my electric, and that is ridiculous. And nobody ever  
4 says I'm going to help you pay your electric bill. I'm  
5 a retired veteran, two wars, and I'm on a limited  
6 income. How am I going to get the money?

7 And I want to say that I've gone out in the  
8 public and I've had employers slam the door right in my  
9 face for the last 20 years, and it breaks my heart that  
10 people are rotten. And that's here in Jackson County.  
11 I hate to say it. It's sad.

12 If you get a rate increase, I'm going to have  
13 to sell my house or something, and I don't want to do  
14 that. I'm being honest. It's ridiculous. And they owe  
15 me some \$400, and I got this all wrote down here. I  
16 want to try and keep this short and brief.

17 **COMMISSIONER EDGAR:** Thank you.

18 **MR. ELLISON:** Because I want people to give  
19 their opinion.

20 **COMMISSIONER EDGAR:** Yes.

21 **MR. ELLISON:** But I just want to get that off  
22 my chest. If somebody will take this.

23 **COMMISSIONER EDGAR:** I was going to say, do  
24 you have information that you would like to leave with  
25 us?

1           **MR. ELLISON:** Yeah. Sure.

2           **COMMISSIONER EDGAR:** Dick, are you helping us  
3 with exhibits? Ms. Brownless? Thank you.

4                   Is that something you can leave with us? Do  
5 you have extra copies?

6           **MR. ELLISON:** Yeah. That's -- I hope you look  
7 at that. That's all my comments.

8           **COMMISSIONER EDGAR:** You have copies at home  
9 so that this is something we can keep.

10          **MR. ELLISON:** Yeah. I hope you take it to  
11 heart and look at that.

12          **COMMISSIONER EDGAR:** Oh, absolutely.

13          **MR. ELLISON:** Because I show where I wrote a  
14 county commissioner a letter showing that they had  
15 faulty meters, and they finally -- they never admit that  
16 they had problems with the meter and they replaced it.  
17 I got a new meter now, thank God. But when I had an old  
18 meter they could charge me whatever they wanted.

19          **COMMISSIONER EDGAR:** I appreciate you bringing  
20 copies of that information. That's very helpful to us.

21          **MR. ELLISON:** And I just, like I say, I'm just  
22 going to let it go at that.

23          **COMMISSIONER EDGAR:** I can absolutely commit  
24 to you that our staff will take a very close look at it  
25 --

1           **MR. ELLISON:** I hope they look at that  
2 because --

3           **COMMISSIONER EDGAR:** -- and pursue as, as  
4 appropriate. We will mark that, Ms. Brownless, as  
5 Ellison Exhibit Number 3.

6           **MS. BROWNLESS:** Number 3. Yes, ma'am.  
7 (Exhibit 3 marked for identification.)

8           **MR. ELLISON:** Okay. That's all I got to say  
9 because I know a lot of these people, I give them the  
10 floor.

11           **COMMISSIONER EDGAR:** Thank you. Any  
12 questions?

13           Mr. Kelly.

14           **MR. KELLY:** Madam Chair, are you -- by marking  
15 it are you moving it into evidence or do you want to  
16 wait and do that as a composite later?

17           **COMMISSIONER EDGAR:** I would prefer to do that  
18 as a composite later, if that works for you, Mr. Kelly.

19           **MR. KELLY:** Yes, ma'am.

20           **COMMISSIONER EDGAR:** Okay. Thank you very  
21 much.

22           **MS. CHRISTENSEN:** And if we can get copies of  
23 it.

24           **COMMISSIONER EDGAR:** Absolutely. Absolutely.  
25 We will be sure, Mr. Guyton and Mr. Kelly, that you

1 and/or your offices get copies of Mr. Ellison's  
2 information and any other's that we receive today and,  
3 of course, tomorrow evening as well.

4 Thank you, Mr. Ellison.

5 **MR. ELLISON:** You're welcome.

6 **COMMISSIONER EDGAR:** Thank you.

7 **MR. ELLISON:** Thank you.

8 **COMMISSIONER EDGAR:** Mr. Kelly.

9 **MR. KELLY:** The next speaker is Mr. Glenn  
10 Hoff.

11 **COMMISSIONER EDGAR:** Hello.

12 **GLENN HOFF**

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

16 **DIRECT STATEMENT**

17 **MR. HOFF:** I'm just going to read your, your  
18 report on number 2 and I was going to go through that  
19 because your wording is very good.

20 Why is FPUC requesting a rate increase?  
21 Florida Public Utilities states that it is requesting a  
22 rate increase to cover increasing operating costs and  
23 for the opportunity to earn a fair rate of return on its  
24 investments. I was going to ask to speak about the,  
25 about the operating cost. What is -- why is it, why is

1 it going up so much? What's going up? Besides your  
2 maintenance, your typical maintenance going on, what  
3 kind of projects do they have that's skyrocketing the  
4 increase that's cutting into their return on investment?  
5 I just, you know, I'd like to know what it is. What,  
6 you know, what is their average, what is their monthly,  
7 yearly maintenance cost, and how much has it gone up  
8 since 2008 and --

9 **COMMISSIONER EDGAR:** Okay. Mr. Hoff, my  
10 understanding of your question is that recognizing that  
11 the petition from FPUC does include an amount for  
12 increased operating costs, I'm going to ask if my staff  
13 can address that very generally, and recognizing that we  
14 are not speaking for the company but just as a staff  
15 that is reviewing the information. And if you cannot at  
16 this time, tell me that too. But can you speak to it  
17 generally as far what is in the petition? Mr. Dean.

18 **MR. DEAN:** Yeah. I'm going to let Mr. Andrew  
19 Maurey of our staff speak to both the operating costs  
20 and their operating return on equity because those are  
21 the two components mentioned there.

22 **COMMISSIONER EDGAR:** Very generally,  
23 Mr. Maurey.

24 **MR. MAUREY:** Thank you. Staff is, staff is  
25 still in the preliminary --

1                   **COMMISSIONER EDGAR:** A little closer.

2                   **MR. MAUREY:** -- preliminary review of this  
3 information. The operating costs go across a range of  
4 expenses -- all the normal expenses you would expect any  
5 business to have. We are testing the reasonableness of  
6 those expenses now and discovery is outstanding. The  
7 Office of Public Counsel is challenging many of those  
8 expenses, as he mentioned earlier.

9                   And with respect to return on equity, the  
10 profit, that's an issue that is still under review.  
11 There's quite a bit of testimony on that. When we go to  
12 hearing, which will be next month, the witnesses will be  
13 cross-examined and the Commission will hear quite a bit  
14 of information on that.

15                   **MR. HOFF:** My understanding is this expense is  
16 really affecting return on investment, and that's what I  
17 wanted to hear about.

18                   **MR. MAUREY:** They do work hand in hand at any  
19 given point in time. Right now the company is earning a  
20 rate of return that it believes is below what it's  
21 entitled to. Based on its actual annual reports, the  
22 utility is earning a substandard rate of return on its  
23 current operations.

24                   Going forward, we're setting rates going  
25 forward. We will be looking at all that information,

1 and the Commission will make an informed decision in the  
2 future.

3 **COMMISSIONER EDGAR:** So to follow up on that,  
4 this is a little bit of a, more of a process answer,  
5 Mr. Hoff. But as our staff has described, FPUC has put  
6 in a petition, they're making a request. OPC and FPUC  
7 and our staff are looking at their request, going  
8 through the discovery, asking questions. We will have a  
9 formal evidentiary hearing in Tallahassee that begins on  
10 September 15th, at which point, as Commissioners, we  
11 will hear all of the evidence, weigh all of the  
12 evidence, and then at a later date make a decision as to  
13 what by law is appropriate.

14 **MR. HOFF:** This is just preliminary right  
15 here.

16 **COMMISSIONER EDGAR:** Uh-huh. Yes. Yes, sir.

17 **MR. HOFF:** I will be looking forward to  
18 hearing about it.

19 **COMMISSIONER EDGAR:** Thank you. Thank you for  
20 being here.

21 Mr. Kelly.

22 **MR. KELLY:** The next speaker is Ms. Carolyn  
23 Killings.

24 **CAROLYN KILLINGS**

25 was called as a witness on behalf of the Citizens of the

1 State of Florida and, having been duly sworn, testified  
2 as follows:

3 **DIRECT STATEMENT**

4 **MS. KILLINGS:** Good evening.

5 **COMMISSIONER EDGAR:** Hello.

6 **MS. KILLINGS:** My name is Carolyn Killings. I  
7 reside at 2751 Petrel Lane in Marianna, Florida. We are  
8 on the east end of Marianna. And I can say for the last  
9 couple of months we have been without electric service  
10 in the middle of the night for no reason -- no bad  
11 weather, just, you know, a tree falls, a limb drops, and  
12 the lights are out, and they're out for quite a while.  
13 And it's ridiculous.

14 I mean, I'm a single person in the household  
15 and I use less than 1,000 kilowatt hours a month and my  
16 bill is crazy, it's totally ridiculous, and they're  
17 asking me to pay more. It's -- I would like for them to  
18 at least address the trees, not just on Dean Road but in  
19 the area in general. Because when a tree drops anywhere  
20 in that area, it affects all of us over there.

21 **COMMISSIONER EDGAR:** Thank you. Thank you for  
22 your comments and thank you for being here. And as  
23 Mr. Tanner mentioned in his opening comments, what we  
24 call vegetation management, but that's, you know, having  
25 to take care of the trees and branches and underbrush

1 and overbrush is an issue for the operation of service  
2 and certainly an issue in this case.

3 You've given us your address, which the court  
4 reporter has taken. And on behalf of my colleagues, I'm  
5 going to ask our staff to look particularly at  
6 reliability and outage issues in that area that you've  
7 given us.

8 Commissioners, anything further?

9 **COMMISSIONER BROWN:** I do, Madam Chair. An  
10 excellent, excellent discussion.

11 Ms. Killings, do you mind stepping back up to  
12 the microphone real quickly?

13 I think the Chair handled your testimony very  
14 accurately, but I did want to follow up on a question  
15 regarding, you said that you use less than 1,000  
16 kilowatts per hour but pay --

17 **MS. KILLINGS:** I mean a month.

18 **COMMISSIONER BROWN:** A month. I'm sorry.  
19 Sorry. Sorry. Sorry.

20 **MS. KILLINGS:** Less than 1,000 kilowatts a  
21 month.

22 **COMMISSIONER BROWN:** I was writing very fast.  
23 Do you mind me asking roughly what your average typical  
24 bill would be?

25 **MS. KILLINGS:** It depends. If I turn the air

1 off every time I leave home, I can keep it under \$100 a  
2 month.

3 **COMMISSIONER BROWN:** Okay.

4 **MS. KILLINGS:** But it's very hard to do.

5 **COMMISSIONER BROWN:** How many times would you  
6 say that your power outage has occurred during a typical  
7 month?

8 **MS. KILLINGS:** One month we were out, in a  
9 two-week period, the lights were out six times. And  
10 when I tell you when I wake up in the middle of the  
11 night and I can't even see my hand in front of me, you  
12 know --

13 **COMMISSIONER BROWN:** It's scary.

14 **MS. KILLINGS:** -- and it's hot in the house,  
15 it's ridiculous. It really is. Now cold weather, I can  
16 deal with it. But when it's hot, it's unreal.

17 **COMMISSIONER BROWN:** Okay. I appreciate that.  
18 Thank you.

19 **MS. KILLINGS:** Thank you.

20 **COMMISSIONER EDGAR:** If you would,  
21 Ms. Killings.

22 Commissioner Balbis.

23 **COMMISSIONER BALBIS:** Thank you.

24 Ms. Killings, can you come back?

25 **MS. KILLINGS:** Oh, I'm sorry.

1           **COMMISSIONER EDGAR:** Mr. Durbin, can you help  
2 us with his mike?

3           **COMMISSIONER BALBIS:** I'll just speak loudly  
4 and maybe that will help. But a quick question, when  
5 you have experienced these power outages, did you notify  
6 Florida Public Utilities?

7           **MS. KILLINGS:** Yes.

8           **COMMISSIONER BALBIS:** And what was their  
9 response and your interaction with them? How would you  
10 characterize it?

11           **MS. KILLINGS:** One night I had to call them  
12 three times. One night, three times during that night  
13 because the lights would come on. They would go right  
14 back out. They would come on, stay on 30 minutes and go  
15 right back out. I can't say that they're not responding  
16 because the people that I talk to are very courteous.  
17 But it's just the idea. I'm paying, you know, but the  
18 service that I'm getting -- you know, is it, is it fair  
19 for them to ask me to pay more when my service is not  
20 that great, you know, all the time? I mean, if you want  
21 me to continue to pay more, then I should expect more  
22 from you.

23           **COMMISSIONER BALBIS:** Okay. Thank you.

24           **COMMISSIONER EDGAR:** Thank you.

25           **MS. KILLINGS:** Thank you.



1 budgeting, something that we all have to do, I feel in  
2 my opinion was not, hadn't been done, and all of the  
3 sudden you come this year -- you know, a rate increase  
4 is never good, but you come now when everything seems to  
5 be out of place and you want this big rate increase. I  
6 can't afford it. My increase on my job wasn't, is not  
7 even near what they're asking. I can't afford that. So  
8 that's the problem I'm having with the infrastructure.

9           You may also, like your flier said, you have  
10 operating costs and all that. That's well and good, but  
11 I cannot afford anymore increase. Like I said, I do  
12 everything. I have even personally myself redone all my  
13 windowsills with the sealant. Then I took stripping and  
14 I tacked it all in place to keep, you know, air out or  
15 air in. And I'm doing everything I can to budget for my  
16 power bill to come down. But like I say, it's only one  
17 person in the house now, one shower. And since my  
18 husband passed, it still ranges from 180 to 190 some  
19 dollars a month. For one person I feel that that is  
20 gravely a lot.

21           And I've had them to come out and evaluate my  
22 meter. I've got the new one that they had. It still  
23 has not made any difference. So I am not for this rate  
24 increase, not at all. Not at this time. And in the  
25 future I still would be skeptical because it's so much.

1 It seems to be so much. And the service that I've been  
2 getting, I've been with Florida Public at that one  
3 residence for over 26 years. And when I lived in the  
4 city limits, we lived there for about six or seven  
5 years, so you can tack that on. I've been with Florida  
6 Public for a while. And I know as a customer I should  
7 be getting better service on my return. And I would  
8 like to get better service on my return, but I haven't  
9 seen that. And this is a slap in my face and it's not  
10 appreciated. Thank you very much.

11 **COMMISSIONER EDGAR:** Thank you. Thank you.

12 Mr. Kelly.

13 **MR. KELLY:** The next speaker is Sid Riley. I  
14 hope I got the first name correct.

15 **SID RILEY**

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

19 **DIRECT STATEMENT**

20 **MR. RILEY:** You got it. S-I-D. Good  
21 afternoon.

22 **COMMISSIONER EDGAR:** Good evening.

23 **MR. RILEY:** I'm here, I'm a -- I'm involved  
24 with one of the local newspapers, a weekly paper. I'm  
25 not here in that capacity. I also own a bed and

1 breakfast, so I'm a businessman, and a long-time citizen  
2 here. And I've been involved with the Public Service  
3 Commission and the Florida Public Utilities things that  
4 have been going on ever since the big rate hike.

5 **COMMISSIONER EDGAR:** I think I recall you  
6 speaking to us at past meetings similar to this.

7 **MR. RILEY:** I think it was when Nancy  
8 Argenziano was --

9 **COMMISSIONER EDGAR:** She was at one of those,  
10 yes. I've been at three or four, but, yes, she was at  
11 one.

12 **MR. RILEY:** First of all, on the business  
13 issues. When I first started my business, the inn, our  
14 power bill ranged around \$300. It's ranging between  
15 \$1,000 and \$1,100 now. I'm in the process of closing  
16 the business.

17 The other thing, I just had to buy a \$6,000  
18 air conditioner, which is a capital outlay, and I  
19 haven't given myself a big bonus. But there's no  
20 guarantee of my profitability and nowhere for me to go  
21 to seek solutions, unless you want to somehow grant my  
22 increase that I need.

23 The -- in terms of Florida Public Service -- I  
24 mean, Florida Public Utilities, I have seen both  
25 management groups as a newspaper writer, and I did

1 stories on what was going on and was involved in a lot  
2 of interviewing and what have you. I'm very pleased  
3 with what Jeff Householder and the new management group  
4 have been able to do with what they had to work with.  
5 They've been locked into an unfortunate provider  
6 contract with Gulf Power that has transferred the pain  
7 of that to -- forced them to transfer the pain of it to  
8 the citizens of Jackson County or their users here in  
9 the county.

10 I encourage you to look at the number of  
11 foreclosures we've had in Jackson County in the last two  
12 years. I encourage you to look at the number of people  
13 that are living at or below the poverty line in Jackson  
14 County. I think those are valid issues. The county  
15 commission is in the process of raising the millage by a  
16 significant amount as I speak. The City of Marianna has  
17 just enacted fire assessment fees. So everyone is  
18 getting into the poor peoples' pockets. And this needs  
19 to be curtailed as much as it possibly can be because  
20 there's an agony, a real agony going on among the  
21 population.

22 My other complaints have got to do with the  
23 Public Service Commission, and I think those have all  
24 been written enough about in the newspapers that you  
25 probably don't need anymore from me. But I'm suspicious

1 that the close alliance with the utilities and the  
2 corruption, if you want to -- the impact of lobbying on  
3 decision-making is still present. And I think there are  
4 solutions in the format of the Commission that our  
5 Legislature ought to look -- legislators should look at.

6 The -- but, you know, again that's beyond the  
7 scope of where we are here today, except that this  
8 proceeding really has little to do with what's going to  
9 actually happen, I believe.

10 And the, I would like to ask the Commission  
11 how many denials there's been in the last 18 months of  
12 public -- of power companies' requests for rates.  
13 Again, there may be some legitimate need for additional  
14 revenue at Florida Public Utilities. I think they're  
15 asking, Mr. Kelly, for more than -- I think they could  
16 get by with less. I know the people are getting by with  
17 less. And that's really all I have to say.

18 **COMMISSIONER EDGAR:** Thank you, Mr. Riley.  
19 Nice to see you again.

20 Commissioners, any questions? No?

21 Thank you.

22 Mr. Kelly.

23 **MR. KELLY:** The next speaker is Bill Gause.

24 **BILL GAUSE**

25 was called as a witness on behalf of the Citizens of the

1 State of Florida and, having been duly sworn, testified  
2 as follows:

3 **DIRECT STATEMENT**

4 **MR. GAUSE:** My name is Bill Gause. I live at  
5 2725 Gause Drive, Marianna, Florida. This is my first  
6 meeting. I thought the subject matter was going to be a  
7 little bit different, and so I'm not really stove up for  
8 a lot of things to complain about. I have empathy for  
9 the speakers that have gone before. And the last time  
10 we had a rate increase, my bill doubled and it was, it  
11 was hard. I was between jobs. I have worked  
12 construction in a specific field that's not really  
13 flowing right now, and when the rate increase came, it  
14 was hard. The details that were provided, I thought  
15 this was going to be about a solar application to build  
16 a solar plant. I was a little bit more geared that  
17 direction.

18 I have worked utility work a lot. I do  
19 understand good equipment, modern equipment, faster,  
20 better, less manpower needed when you've got better  
21 gear, safety, I got all that. I would think with a  
22 bigger company Florida Public Utilities should be better  
23 off. I don't know that they would need an increase as  
24 often because when you're with a bigger company the  
25 expenses should be averaged out more.

1 I also thought there would be a presentation  
2 here and then there would be a question and answer  
3 period, which is -- if there's going to be anything  
4 presented besides us raising questions, I'm not aware.  
5 So I had my say. I do appreciate your time.

6 **COMMISSIONER EDGAR:** Well, I'm sorry that  
7 there was some confusion, but I'm glad that, I'm glad  
8 that you came. So thank you for being here, and thank  
9 you for sharing some of your thoughts with us.

10 Commissioners?

11 **MR. GAUSE:** What is -- I would like to ask  
12 too, what is this percentage as compared to the last  
13 rate increase?

14 **COMMISSIONER EDGAR:** Mr. Guyton, can you  
15 answer that? Do you have that handy?

16 **MR. GAUSE:** The one that it says, is that our  
17 rate?

18 **MR. GUYTON:** The last request was \$5 million  
19 and this one is 5.8. That's a --

20 **UNIDENTIFIED SPEAKER:** Give the amount again.

21 **MR. GUYTON:** Sure.

22 **COMMISSIONER EDGAR:** I'm sorry, Mr. Guyton.  
23 Yes. If you would come to the microphone, that would be  
24 helpful.

25 **MR. GUYTON:** The last request in '08 was for a

1 \$5 million increase. This one is for 5.8 million. I  
2 don't know that as a way of percentage, but I would  
3 think, given the base has grown, that we're looking at a  
4 pretty comparable percentage increase. That's just a  
5 guess.

6 **COMMISSIONER EDGAR:** Request.

7 **MR. GUYTON:** Yes. It's a request.

8 **MR. GAUSE:** Since you're so knowledgeable, is  
9 this rate increase --

10 **COMMISSIONER EDGAR:** I'm sorry. I'm sorry,  
11 but I need you to speak to us.

12 **MR. GAUSE:** Is this rate increase that we're  
13 discussing -- is this rate increase that he's discussing  
14 equivalent to the one that I'm showing concern about?  
15 Is that, is that when Chesapeake bought into the company  
16 and there was the step change in rates?

17 **COMMISSIONER EDGAR:** What I'm going to  
18 suggest -- and all good questions -- that we do have  
19 people that we do want to hear from about the request in  
20 particular and about their service. So what I would  
21 ask, Mr. Guyton, if this works for you, I know you have  
22 a number of staff here. Is there somebody that could  
23 speak, sit with Mr. Gause for a few minutes and give him  
24 a little more information as to what is within the  
25 request?

1           **MR. GUYTON:** Yes, ma'am. We'll do that. Be  
2 happy to.

3           **COMMISSIONER EDGAR:** Okay. Then, Mr. Gause,  
4 will that work for you?

5           **MR. GAUSE:** That'll be fine.

6           **COMMISSIONER EDGAR:** All right. Thank you.  
7 Mr. Kelly.

8           **MR. KELLY:** Gene Whatley.

9                           **GENE WHATLEY**

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

13                           **DIRECT STATEMENT**

14           **MR. WHATLEY:** My name is Gene Whatley,  
15 W-H-A-T-L-E-Y, and I am here on behalf of all the people  
16 that are like me who are on a fixed income. We ain't  
17 getting no more. Groceries is going up. All the  
18 expenses are going up. My gas bill is ridiculous. And  
19 we need help and you're the only ones we can look to for  
20 help.

21           I understand they have problems. But you know  
22 what, big companies, and I've worked for a few, always  
23 plan in advance. And I've never seen one of them that  
24 planned in advance go broke. And yet a lot of times  
25 when my power goes out, I call them, they don't know

1 why. And most of the time if it's something in my neck  
2 of the woods -- which I live in Malone, Florida, 5153  
3 8th Avenue -- I get out and find myself where it is.  
4 And sometimes I have to tell them where to go look.

5 But if you call their representative, they're  
6 real nice, they're polite, nice speaking people. They  
7 haven't got a clue as to what's going on. And that's  
8 all I got to say.

9 **COMMISSIONER EDGAR:** Thank you.

10 Mr. Kelly.

11 **MR. KELLY:** Sam Swealy [sic].

12 **SAM SWEAZY**

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

16 **DIRECT STATEMENT**

17 **MR. SWEAZY:** Sorry for my writing. That's  
18 actually Sweazy, S-W-E-A-Z-Y.

19 **MR. KELLY:** I'm sorry.

20 **MR. SWEAZY:** I've been called lots worse.

21 First I'd like to say --

22 **UNIDENTIFIED SPEAKER:** What is it?

23 **MR. SWEAZY:** Sweazy, S-W-E-A-Z-Y.

24 I first just wanted to say thanks for this  
25 opportunity. This is the first time we've come to a

1 meeting like this.

2 A couple of things, and mostly it's just going  
3 to echo what other people have already said. They've  
4 been saying this very well. I can't say it better than  
5 they have. I appreciate that the Office of Public  
6 Counsel feels like they're speaking for me as a rate  
7 holder, but I can tell you even at 9 percent return on  
8 investment you're not speaking for me. I'm sorry. I  
9 think you could offer that to anyone in this room. They  
10 would happily take half or even a fourth of that. So  
11 the percentage rate there, can't feel bad for the  
12 company.

13 Also, other people have spoken to the  
14 planning. When someone goes into business there's a lot  
15 of planning involved. I understand there's unexpected  
16 expenses when you are in business, but that's what you  
17 pay, that's what you plan ahead for as well. The fact  
18 that they're now joined with a much larger company, I  
19 really don't understand the 34 percent. Again, folks  
20 here have already spoken to that. No one here is  
21 getting a 34 percent increase regardless of what our  
22 need is. Just opposed to such a large increase.

23 I would like to say that I've gotten very good  
24 service from Florida Public Utilities. I have no  
25 complaint in that area. I feel like they're a very good

1 community partner. I've seen them donate their time,  
2 their money. Their staff is participating in all sorts  
3 of public activities. I have no complaint there. If my  
4 power has gone out, they're quick to respond. I  
5 wouldn't want to do that job, so I don't. I do  
6 something else. But they're out in the middle of the  
7 night. They're out in weather like this. If my power  
8 goes out or anybody else's power goes out, they're  
9 there. It may take them a little while, but they're  
10 there. So I have no complaints there. I just would ask  
11 them to consider, or you guys to consider none of us  
12 these days are getting 34 percent increase. And I  
13 wouldn't even argue that maybe they deserve some  
14 increase, but let's, let's be a little more reasonable.  
15 Thank you.

16 **COMMISSIONER EDGAR:** Thank you.

17 Mr. Kelly.

18 **MR. KELLY:** Ms. Elaine McRane.

19 **ELAINE MCRANE**

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

23 **DIRECT STATEMENT**

24 **MS. MCRANE:** Good evening.

25 **COMMISSIONER EDGAR:** Hello.

1           **MS. McRANE:** My name is Elaine McRane. First  
2 off, I want to say --

3           **COMMISSIONER EDGAR:** Can you spell your last  
4 name? I'm sorry. Ma'am, could you spell your last name  
5 for me? And a little closer.

6           **MS. McRANE:** M-C capital R-A-N-E.

7           **COMMISSIONER EDGAR:** Thank you.

8           **MS. McRANE:** First off, I'm very pleased with  
9 my service for Florida Public Utilities. However, I  
10 have a question. I believe about two years ago they got  
11 a 13 percent increase in the rate, then within three to  
12 six months they started lowering their bill. I don't  
13 have a problem with that. I thank them for that. In  
14 another three or six months they lowered it again.  
15 Again I don't have a problem.

16                   But my question, and nobody seems to be able  
17 to answer, is why did you ask for a rate increase to  
18 start with if you were going to turn around and start  
19 lowering the rates? Did you not need it? Sounds like  
20 you didn't.

21                   And another thing, there's been some poles out  
22 my way replaced. Now West Florida Electric on  
23 Highway 2 going towards Campbellton and Graceville, they  
24 have metal poles. So I have a question there as to why  
25 wouldn't the utility company go with metal versus wood?

1 I know they're treated -- they're not treated like they  
2 were years ago with creosote -- but after a while they  
3 go bad. So wouldn't metal be more cost-effective and  
4 not be passed on to the consumer? Nobody seems to be  
5 able to answer that either.

6 Perhaps I should go into the utility business.  
7 What do you think? (Laughter.) I'm not dumb. I'm  
8 pretty smart. So perhaps the Commission can give me  
9 answers to that. And I thank you for your time. Have a  
10 great evening.

11 **COMMISSIONER EDGAR:** Thank you. Stay dry.

12 **MR. KELLY:** Mr. Darrell Cobb.

13 **DARRELL COBB**

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

17 **DIRECT STATEMENT**

18 **MR. COBB:** Hello.

19 **COMMISSIONER EDGAR:** Hello.

20 **MR. COBB:** My name is Darrell Cobb,  
21 4954 Bluesprings Road here in Marianna, Florida. I've  
22 contacted y'all in the past through email and you've  
23 always been pretty good about responding to me and  
24 getting everything done.

25 **COMMISSIONER EDGAR:** Good.

1           **MR. COBB:** Back in March I had contacted you  
2 and Florida Public Utilities came out and -- because my  
3 light bill keeps going higher and higher. I live by  
4 myself. And, you know, years ago when the digital  
5 thermostats came out everybody said, oh, go get one and  
6 it'll save on the power bill. Well, mine is set to come  
7 on at 1:00 in the afternoon, go off at 5:00. My light  
8 bill is still high even in the winter time. And then  
9 they tell you it's been so hot [sic], you know, put on  
10 more, bundle up more. Well, I'm hot natured. If  
11 somebody stands by me now, they'd feel heat coming off  
12 me. So it doesn't get any different, you know. My  
13 thermostat still comes on at 1:00 and goes off at 5:00.  
14 At nighttime when I go to bed, nothing comes on,  
15 everything.

16           So they sent somebody out to check my meter.  
17 They had to take it into the office. They brought it  
18 back, said nothing was wrong with it, which I figured  
19 there wasn't. So then he said he'd bring out a thing to  
20 put on my meter to check to see if there was any spikes.  
21 Nothing there. But then in those two months my light  
22 bill went to \$65 because I was having problems. After  
23 those two months, my light bill went to \$142. And then  
24 after that it went to \$243. That's what I'm doing now.  
25 I'm living by myself and I live on a fixed income. So

1 those little fliers they sent out in the mail saying,  
2 you know, this for this and that charge for that, they  
3 didn't put anything on there where are we going to get  
4 the money to pay the bill when they increase it? And  
5 that's -- I've been having those problems for several,  
6 several months. That's all I need to say. Thank you.

7 **COMMISSIONER EDGAR:** Thank you.

8 **MR. KELLY:** Scott Yant.

9 **SCOTT YANT**

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

13 **DIRECT STATEMENT**

14 **MR. YANT:** Good evening. My name is Scott  
15 Yant. I live at 3416 Highway 73 here in Marianna. And  
16 a few things I want to point out. I've been living here  
17 for 31 years. I've had some good service out of Florida  
18 Public Utilities. I've talked with other customers who  
19 are on other electrical services, and they have better  
20 service and/or at times better rates. So we do do  
21 comparisons with our bills, and a little bit goes a long  
22 way.

23 Since 2009 when CUC took over this area it was  
24 very evident that very little money has been put into  
25 this Florida Public Utilities area as far as

1 infrastructure.

2 I had the opportunity to visit with some of  
3 the subcontractors as they were going around with  
4 vegetation management and pole replacement, and some of  
5 them were liberal enough to tell me that this area as  
6 far as -- has a poor rating as far as vegetation  
7 management and pole replacement. And I thought, well,  
8 the fellows that are actually doing it, who are out  
9 there in the field working it should know first-hand on  
10 how that, how that looks. And I asked them, I said,  
11 what if we really had a real bad catastrophic event,  
12 weather event here, a Cat 2 or greater hurricane come  
13 through this area? They said that probably 70 percent  
14 of the poles would fail. That puts a lot of lines on  
15 the ground and a lot of people without power for a long  
16 time.

17 Vegetation management, I know, is a constant  
18 problem because plants and trees keep growing all the  
19 time and stuff gets on the lines. I understand that.  
20 But when you have one truck working an area of about 20  
21 square miles, by the time he gets finished, he needs to  
22 turn around and go again. There's not near enough of  
23 that vegetation management in place in this area, and  
24 there's a lot of vegetation. People want to have trees  
25 and tree sanctuaries and all this good stuff and that's

1 fine, but you're going to have to be able to control it  
2 to keep the, to keep the power flowing.

3 I'm okay with a modest increase or a small  
4 increase, as the, as Mr. Kelly mentioned, but it needs  
5 to go directly into infrastructure and in infrastructure  
6 improvements. When a big corporation often times picks  
7 up smaller corporations, they're feeding off of one  
8 another financially. We're not in a position in this  
9 area to be doing, helping folks or subsidizing people in  
10 the Chesapeake area. Sorry, but we're not.

11 I'd like -- you know, it would take several  
12 years, if they started today, to effectively improve the  
13 infrastructure of this area to bring it up to  
14 comparisons to our neighboring providers. And if it, if  
15 the increase goes directly to infrastructure, it would  
16 be well worth its while, believe me, because in the  
17 long-term it would be, provide more income for folks  
18 that are connected into the system.

19 And I will say this as a positive note and  
20 I'll finish on this. I did an energy audit in my home  
21 and businesses in this area and it was cost-effective,  
22 and I appreciate Florida Public Utilities for offering  
23 that kind of service. Thank you.

24 **COMMISSIONER EDGAR:** Thank you.

25 **MR. KELLY:** Ms. Doris Green.

1           **UNIDENTIFIED SPEAKER:** She had to leave.

2           **COMMISSIONER EDGAR:** Okay. Thank you.

3           **UNIDENTIFIED SPEAKER:** She had to leave.

4           **MR. KELLY:** Earl Mayhall.

5                           **EARL MAYHALL**

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

9                           **DIRECT STATEMENT**

10                   **MR. MAYHALL:** I'm Earl Mayhall, 4264 The Ridge  
11           Lane, Marianna, Florida. I've lived in this town for 78  
12           years. Several times in my life I've heard a statement  
13           that seems to be true: The Public Service Commission  
14           has never seen a rate increase they didn't approve.  
15           It's been true all my life.

16                   This one, they go to a lot of trouble to tell  
17           us what the cost is going to be to a customer that uses  
18           1,000 kilowatt hours. That's the least increase they're  
19           asking for. If you look at all the others and figure  
20           out the percentage, the percentage is 10.8 percent for a  
21           1,000 kilowatt an hour customer. It ranges up to  
22           74 percent for the next step. The average around  
23           50 percent for all the things they're doing. They're  
24           kicking up the per meter charge. They say it's a  
25           customer charge. I'm one customer, I have two meters, I

1 pay two charges. They're kicking that up \$4 a month.  
2 That's a 33 percent increase. So then they're raising  
3 it about 50 percent. These are all things, and they  
4 keep coming back to this is a little increase. I don't  
5 think 50 percent in any fee or whatever is a small  
6 increase.

7 I'm having a problem at my house right now.  
8 Along about 11:00 or 12:00 in the morning I get a blink  
9 in the lights, and from that time until sometime in the  
10 evening my fluorescent lights don't turn on. I get up  
11 at 8:00 in the morning, flip the switch, the lights come  
12 on. 1:00 in the afternoon I flip the same switch --  
13 I've got fluorescents throughout the house except where  
14 I had to have incandescent for whatever -- I flip the  
15 switch there and two lights in the dining room, one will  
16 come on, the other one won't. Wait a few minutes, flip  
17 it again, flip it two or three times, it'll finally kick  
18 on. Go in the bathroom, try to turn on the light so I  
19 can see how to shave without cutting my throat, if I do  
20 that early in the morning, all right. If I wait until  
21 the middle of the afternoon, forget it. That light is  
22 not coming on until it gets dark again. Something is  
23 going on.

24 And as for the cost, I don't know how many  
25 times I've seen the people I hear about trimming trees

1 park their truck right up the hill from where -- I live  
2 outside of town -- right up the hill from where I live,  
3 sit there three or four hours while they're drawing pay  
4 and nothing happens. They have a policy that if you've  
5 got a tree that's going to fall and hit the lines, you  
6 wait until it falls and then we'll fix it. Huh-uh.  
7 That's not what I call cost-efficient.

8 I've got a dead pine tree that leans toward  
9 the lines which are about ten feet away. When it  
10 finally falls, it's going to take out the lines. Then  
11 they'll send out a whole crew. And it seems like they'd  
12 get that tree trimming crew to take that thing out.  
13 But, no. Now none of the commercial people can do it  
14 because it's too close to the lines and they're not  
15 allowed to.

16 I've got two trees out there. Both of them  
17 are going to take the line out when they go down. After  
18 they go down, then they'll come fix it. They could  
19 prevent that and the cost of the whole crew coming out  
20 in the middle of the night and all that.

21 Oh, well, that doesn't suit the bottom line.  
22 Unfortunately this world today has gotten to where the  
23 bottom line is the main thing. Like automobile recalls  
24 for General Motors. They closed down the Pontiac place.  
25 I have a Pontiac. There's no place in town that does

1 recall work on a Pontiac. I keep getting letters from  
2 them but I haven't had it done yet. The local General  
3 Motors dealer can't do it; doesn't have the tool for a  
4 Pontiac. Okay?

5 This seems to be the same thing. They want  
6 \$5 million down here so they can build a new power plant  
7 in South Carolina. Because they're talking about, you  
8 know, increasing the service and what not. Okay.  
9 Still, why should we pay for a new plant in South  
10 Carolina?

11 The next thing that bugs me is this 9 percent  
12 that they're recommending as a, as a return. In the  
13 banking business here lately we've had a lot of local  
14 banks go broke -- not go broke. Just the federal  
15 government has regulated them out of existence so that  
16 some larger bank can come in and take over. We've got  
17 the same thing here. We had a small power company and a  
18 larger one came in and took it over. They began to  
19 worry about the bottom line.

20 Okay. I'm not worried about their bottom  
21 line. I'm worried about mine. I've been retired for 20  
22 years. And retirement pay doesn't go up a whole heck of  
23 a lot. And if you were a school teacher when you were  
24 there, school teachers didn't get paid a whole lot, so  
25 their retirement is not very much. So, you know, it

1 gets tight.

2 And I realize that fuel costs are up, but I  
3 have a question. A lot of these are petroleum-based  
4 fuels and the price of petroleum-based fuels goes up and  
5 down. Why come when the price goes down the fuel cost  
6 doesn't go down? It never does. If it goes up a little  
7 bit, they raise it. That's just sort of -- they use  
8 statistics. You know what statistics are? They are the  
9 little numbers that people use to tell lies when they  
10 ain't got guts enough to lie to you straight. That's  
11 not humor, that's actuality. It's painful. Just like  
12 lawyers, they charge \$150, \$200, \$300 an hour for their  
13 time. Most of the time the poor old secretary that  
14 lives on \$300 a month has to do all the work.

15 **COMMISSIONER EDGAR:** Mr. Mayhall, do you have  
16 other comments about your service?

17 **MR. MAYHALL:** Huh?

18 **COMMISSIONER EDGAR:** Do you have other  
19 comments about your service?

20 **MR. MAYHALL:** My service is -- well, I do have  
21 to say the crews they have out working, they're good  
22 people, they're hardworking people. They're dependable,  
23 they get there as soon as they can. Of course, if we  
24 have a windstorm come through here and it tears down 47  
25 trees in 47 places, they don't have enough crews to be

1 at every one of them. They'll get there. They're good  
2 people.

3 I went to pay my bill the other day and there  
4 was about seven people in line because they only had one  
5 clerk taking payments. I presume they cut some  
6 positions so they could save money so they could give  
7 all those bonuses and what not. They used to have a  
8 secretary sitting there. That desk is empty now. The  
9 people on the trucks that go out there and do the work,  
10 they're good people. Thank you.

11 **COMMISSIONER EDGAR:** Thank you.

12 Commissioners? Thank you.

13 Mr. Kelly.

14 **MR. MAYHALL:** I want to go home before it  
15 starts raining again.

16 **COMMISSIONER EDGAR:** I left my umbrella in the  
17 car, which was obviously not the thing to do.

18 Mr. Kelly.

19 **MR. KELLY:** Chadwick Taylor.

20 **CHADWICK TAYLOR**

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

24 **DIRECT STATEMENT**

25 **MR. TAYLOR:** Thank y'all for being in

1 Marianna. My name is Chad Taylor. I live in Marianna,  
2 Florida, and I manage land mostly west of Greenwood,  
3 Florida, both in the FPU service area.

4 At the outset, let me say what I want you to  
5 hear and then say it again. Our electric service on the  
6 north side of Marianna has been more unreliable in the  
7 last six months than any other time since I have been a  
8 customer of FPU since 1980. That is in the last six  
9 months more unreliable than since 1980. Having said  
10 that, let me say this, to quote Robin Williams from *Good*  
11 *Will Hunting*, "It's not their fault. It's not their  
12 fault."

13 Having several metered accounts with FPU now  
14 more than 30 some years and working in the construction  
15 business, I find their linemen, service reps, managers,  
16 our historical experience to be good and friendly. Some  
17 I can almost call friends, having seen them so many  
18 times through the years. I voted for the City of  
19 Marianna to exercise their franchise options just for  
20 these very reasons. I expected rate increases and  
21 service problems after the sale of this company to  
22 Chesapeake Energy. It happened sooner than I thought,  
23 but here we are. In all honesty, I can't expect much  
24 coming here today. It's the American way. Buy outs,  
25 consolidate the profits, cut the services.

1 I notice somebody mentioned the office is kind  
2 of empty over there when you go in. If you look at it,  
3 the lights are not what they used to be and the  
4 personnel are not there.

5 Being in construction, I notice the new  
6 improvements in infrastructure, light poles, et cetera,  
7 but I also notice when you can't keep a digital clock  
8 running because of service interruptions that could  
9 average weekly or more. I mean that, weekly or more.

10 So if you're going to approve the rate hikes,  
11 please require some service hikes. I don't think that  
12 is too much to ask. And I want to repeat, it's not  
13 their fault. And I hope what has happened to us doesn't  
14 happen to them. And I really mean that, Lynwood. I'm  
15 speaking to you. And if it was up to me, you'd be  
16 working for the City of Marianna right now.

17 Anyway, I want to affirm the Office of Public  
18 Counsel comments, please, and my other fellow neighbors  
19 and citizens here. I think you've heard the same thing  
20 I just said over and over again.

21 **COMMISSIONER EDGAR:** Thank you.

22 **MR. TAYLOR:** Thank you very much.

23 **COMMISSIONER EDGAR:** Thank you, Mr. Taylor.

24 Oh, excuse me. Mr. Taylor, could you step  
25 forward for another moment for a question, please?

1                   **COMMISSIONER BROWN:** Thank you, Mr. Taylor.

2                   Just a question. You said in the past six months --  
3                   you've been a customer since 1980 of FPUC; correct?

4                   **MR. TAYLOR:** Yes.

5                   **COMMISSIONER BROWN:** So what do you believe  
6                   has contributed to the disruption of service in the past  
7                   six months?

8                   **MR. TAYLOR:** I know part of the answer to that  
9                   is the trimming of lines, which you had a term for it a  
10                  minute ago.

11                  **COMMISSIONER EDGAR:** Vegetation management.

12                  **MR. TAYLOR:** That's it, vegetation management.  
13                  I know that. And I happen to live down the hill from  
14                  the City of Marianna well and that's where the service  
15                  trimming of the lines seems to get sparse. I guess when  
16                  the water goes off people even get more excited. But I  
17                  don't know how to say it better than I think the sale of  
18                  this company to a large corporation somewhere else is a  
19                  real problem. And we voted for it. And, well, I didn't  
20                  vote for it.

21                  **COMMISSIONER BROWN:** Have you been in contact  
22                  with the utility during the six-month period as a result  
23                  of the disruption?

24                  **MR. TAYLOR:** As I said, their linemen, their  
25                  service people that I deal with here in Marianna are

1 almost friends. They did come out and respond. That's  
2 not the problem.

3 **COMMISSIONER BROWN:** I get it. Okay. Thank  
4 you.

5 **MR. TAYLOR:** Thank you very much.

6 **COMMISSIONER EDGAR:** Thank you.

7 Mr. Kelly.

8 **MR. KELLY:** Ashley Bowers.

9 **ASHLEY BOWERS**

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

13 **DIRECT STATEMENT**

14 **MS. BOWERS:** Good evening. My name is Ashley  
15 Bowers, and I reside at 3188, Apartment B, Diana Lane,  
16 here in Marianna, Florida.

17 First and foremost, I want to thank you all  
18 for, you know, having, you know, us customers here to  
19 speak on, you know, our own behalf about how we feel.

20 I've been back in Marianna since 2012,  
21 January 2012. And whenever I first moved back here to  
22 Marianna, I was told -- well, I first want to talk about  
23 my security deposit. I was told to pay a \$500 security  
24 deposit. And, for one, I asked them why. They said it  
25 was because based off the person who stayed there before

1 me, prorated on how they went. So I had to end up  
2 paying \$500 out of my pocket after moving from Panama  
3 City just from what somebody else, how they used their  
4 bill before. So for one, I did not like that.

5 Another thing that I want to address was that  
6 after my year was up, I guess that it's a contract, I'm  
7 not for sure about what's going on, I started getting,  
8 you know, credits and everything on my bill. And I  
9 think I went about two or three months not having to pay  
10 the bill, which I didn't know anything about it. And  
11 they was saying that they was using my money from my  
12 security deposit to pay on the bill. How did they know  
13 that if I wanted to move, that I didn't want all that  
14 money back to help me move for moving expenses. So for  
15 one, I was upset about that. But I just went along with  
16 it because, God knows, that I did -- you know, it helped  
17 out at the time financially.

18 Another thing that I want to address was  
19 that -- and which I will speak with a customer service  
20 representative afterwards. The lowest that my bill has  
21 ever been is what I have here now is this \$67.57, and  
22 that was last month. Now yesterday I received my light  
23 bill and it was \$313.67. My light bill has never been  
24 this high. I can honestly say the most that my light  
25 bill has ever been was probably like, about like 200,

1 220 something dollars, and that's, you know, like around  
2 the holidays whenever you've got Christmas trees and  
3 everything, you know, and hanging up lights going  
4 everywhere. My bill has never been this high. So I am  
5 highly upset about this.

6           And another thing that I want to talk about,  
7 just like how a lot of these other customers have  
8 expressed, that about how the lights just go off in the  
9 middle of nowhere. I remember a few months ago me and  
10 my neighbor, we were sitting outside. It was so hot in  
11 the house. I have children, she has a child, and it got  
12 to the point that it so bad, that you get so frustrated,  
13 especially seeing your kids sitting up there in a hot  
14 house or even sitting outside it's so hot that she was  
15 actually about to go stand on the car -- there was a  
16 power line that was actually dropped down close to her  
17 car, and it's still like that. And she thought that  
18 maybe it was the power line and she was about to put her  
19 own life at jeopardy just to try to make sure -- trying  
20 to fix it herself. Because we called for hours. We did  
21 not get not a phone call at all, so I decided to call  
22 the police department and the fire department to let  
23 them know about what was going on. And then it was  
24 like, well, I guess a lot of people been calling them  
25 because they haven't been getting an answer from

1 customer service at Florida Public Utilities. So she  
2 was about to risk her own life for the children just  
3 trying to make sure that we could stay, you know, so the  
4 kids could stay in a cool environment, and which I did  
5 not like that. But thank God, by the grace of God that,  
6 you know, her cousin came along and then all the sudden  
7 the power did come back on because that could have been  
8 her life.

9 Another issue that I do want to say about how  
10 this power just be coming, you know, in and out. Now  
11 I've been there since January of 2012, and just a week  
12 or two weeks ago we did have service trucks come, you  
13 know, on our road and everything and they did cut down  
14 the trees and all that. But they still didn't fix that  
15 power line that's hanging down there in her driveway and  
16 that needs to be addressed. Because we have kids that,  
17 you know, we keep kids at the house and everything, they  
18 like to go outside and play. And that's a hazard. That  
19 power line could fall down at any time. And I would  
20 think that common sense would have kicked in whenever  
21 they saw that power line hanging so low that they would  
22 have went ahead on, tightened it up, you know, or  
23 whatever. So that's another issue and concern that I  
24 would like to address. And that's on Diana Lane here in  
25 Marianna, Florida.

1           Also, my question to you all is, you know, if  
2 you all experience so much of a financial burden -- I  
3 know whenever I was staying in Panama City I was with  
4 Gulf Power. And my budget billing, in a month I didn't  
5 pay no more than \$96 a month faithfully every month. I  
6 knew what my bill was going to be every month. Now  
7 whenever I talked to them about the budget billing here  
8 whenever I first moved here, they said that I had to,  
9 you know, have my service for over a year, then we could  
10 talk budget billing. So after I had my service for over  
11 a year, whenever I called them and talked to them about  
12 budget billing, they gave me an amount that was more  
13 than the bill that I was paying from the jump. And I  
14 was like, well, how is it higher than what I been paying  
15 and y'all giving me -- it was like a \$50 increase from  
16 my, from, like, my bill. And I'm like, I didn't agree  
17 with that. So because of that, what they told me, I  
18 just said I'm not even going to get on budget billing if  
19 it's going to cost me more.

20           But like I said before, I will address this  
21 with the customer service representative about my bill  
22 being so high. Because honestly my husband is the only  
23 one who's working. I have a back injury. I have  
24 herniated discs up and down my spine. I can't, you  
25 know, work right now. And it's hard, you know, taking

1 care, trying to support, you know, a wife and, you know,  
2 two children and everything, it's very hard. And this  
3 right here will really be a financial burden on us  
4 having to pay this bill. But I do want this resolved  
5 though.

6 And, again, thank you all so much for having  
7 me. Is there any questions?

8 **COMMISSIONER EDGAR:** Thank you. Questions?

9 **MS. BOWERS:** All right. Y'all have a blessed  
10 one.

11 **COMMISSIONER EDGAR:** Thank you so much.

12 **MR. KELLY:** Spencer Brannon.

13 **SPENCER BRANNON**

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

17 **DIRECT STATEMENT**

18 **MR. BRANNON:** How's it going?

19 **COMMISSIONER EDGAR:** Good evening.

20 **MR. BRANNON:** My name is Spencer Brannon, 5239  
21 Limestone Lane. That's just northeast, just outside of  
22 the city limits in Marianna.

23 **UNIDENTIFIED SPEAKER:** Could you get closer to  
24 the mike, please?

25 **COMMISSIONER EDGAR:** A little --

1           **MR. BRANNON:** Is that better?

2           **UNIDENTIFIED SPEAKER:** Thank you.

3           **MR. BRANNON:** All right. 5239 Limestone Lane.  
4           It's just northeast of town, just outside the city  
5           limits.

6                        When we first got the notice in the mail our  
7           only question was is there any kind of guarantee that  
8           our service would improve if there was a rate increase?  
9           I've only been here at that home for about ten years,  
10          and overall we've been really happy with the rate.  
11          We're diligent about cutting the air, turning the  
12          thermostat up when we leave and then, you know, turning  
13          it down once we get home. But we have a lot of power  
14          outages. It blinks like, I'm not going to say every  
15          day, but it especially seems like in the summer, and I  
16          know it may sound like an exaggeration, but five to six  
17          times a week. And it's not, they're not long outages.  
18          But it could be because of the vegetation control  
19          problem, but, I mean, I don't have any way to measure if  
20          we're getting dirty power or what.

21                       But after hearing what this gentleman said  
22          about the -- I wasn't aware of the Chesapeake purchase.  
23          To me it just sounds like another bailout, and I think  
24          everybody is kind of tired of that. So that's all I had  
25          to say, so thanks.

1           **COMMISSIONER EDGAR:** Thank you, Mr. Brannon.

2           Questions? No. Thank you.

3           **MR. BRANNON:** Appreciate it.

4           **COMMISSIONER EDGAR:** Thank you for coming.

5           **MR. KELLY:** Ebony Gardner.

6                           **EBONY GARDNER**

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

10                           **DIRECT STATEMENT**

11           **MS. GARDNER:** Good evening. My name is Ebony  
12           Gardner. Address, 3164 Lotus Road, Marianna. I've been  
13           staying there maybe, give or take, four or five years.  
14           Within the last maybe, I'd say about two, three years  
15           ago I had just purchased a mobile home and set it there,  
16           got the land cleared off, and with my three children. I  
17           started getting ill within the time of me purchasing the  
18           home, moving in the house, and things like that. So now  
19           I'm completely disabled. So I truly understand what  
20           some of these retired veterans and disabled people are  
21           saying.

22                           I had a light bill about two or three years  
23           ago that was \$900 for one month and the following month  
24           was 700 and something dollars, which came to a total of  
25           like \$1,700 is what it came out to be. Now at the time

1 I wasn't able to work because I was sick. The doctors  
2 didn't know what was going on with me; I didn't know  
3 what was going on with me because it was something  
4 unexpected.

5 I talked with Florida Public Utilities about,  
6 you know, trying to work with me with getting this first  
7 amount up so that, you know, I could keep the lights and  
8 stuff going for my kids. And at the time, you know,  
9 like I said, at the time I was taking so much medicine I  
10 probably wasn't in my right mind half the time. But  
11 ended up with my lights getting cut off. So I ended up  
12 getting the 900 and something dollars up to pay for that  
13 first month's bill, and by that time the following month  
14 with tax and all, it was 900 and something dollars,  
15 which came to the 1,700 and something dollars. At the  
16 time, God, thank you that I have the parents that I got,  
17 they loaned me the other half, which Florida Public  
18 Utilities told me in order for my lights to be  
19 reconnected I would have to come up with the \$1,700 and  
20 they would reconnect my bill -- or my lights plus the  
21 \$44 for the reconnection fee.

22 Me being sick and not able to work, how was I  
23 going to come up with this money? And, you know, I'm  
24 young. I know people, a lot of people feel like, you  
25 know, you're young, you can just bounce back, you know.

1 But at the time -- I'm not able even now. You know, I  
2 come from a long, hardworking family. I've worked since  
3 I was 14 years old. I'm 29 years old now. And I feel  
4 like, you know, we being young, we should work. We  
5 should get out here, you know, build up our retirement  
6 so by the time we do get old, you know, we'll have  
7 something to bounce back on.

8 But at the time I'm not able to work a 9:00 to  
9 5:00 or get out there and work a real hard, bring in  
10 income job, so I'm set on a fixed income. And, you  
11 know, they had sent out one of their techs, like the  
12 gentleman said earlier, about hooking up to the light  
13 pole to see if something was pulling the current and  
14 causing outrageous problems. They hooked it up for two  
15 days. And he told me don't change my routine, do  
16 everything consistently like I normally do, which we  
17 did. And I actually started trying to do a little bit  
18 of stuff that I don't normally do to conserve so that  
19 maybe that will see if that's actually what's really  
20 going on in the home. So I cut back on some stuff and I  
21 did change my normal routine, which it still, my light  
22 bill still kept going up and I didn't understand why.

23 He came back after testing it for two days and  
24 told me that apparently my hot water heater was  
25 pulling -- it was kicking on during certain times of the

1 day. Now mind you, nobody is here during these times of  
2 the day whenever it was supposedly kicking on. And I'm  
3 telling him, look, you know, there's nobody here at this  
4 time. How is that possible for a water heater to kick  
5 on unless you're cutting hot water on and the hot water  
6 heater is cutting on. He told me, well, you know, we  
7 could give you -- he sent out some kind of box that's  
8 supposed to be a weather, I guess helping with the  
9 weather, putting weather strips around the doors and  
10 some fluorescent lightbulbs and all that stuff to  
11 redoing your home. I did all that. My light bill still  
12 kept jumping up every month.

13 And, you know, I actually talked to I think  
14 the Counsel, Public Counsel once before, which they were  
15 quick about responding. FPU ended up, their head person  
16 ended up contacting me, and my light bill went down for  
17 like a good maybe two months, and then it jumped right  
18 back up into that consistent pattern of going up.

19 Now my thing of it is I'm set on a fixed  
20 income and I try to budget everything, not only my  
21 lights, but groceries, everything, so that -- you know,  
22 unexpected things happen. You never know when it comes.  
23 So I would like to have a little finances set aside so  
24 that just in case, you know, I have to fall back on it.  
25 I have three boys, you know. Everybody knows kids is

1 expensive. And my kids like to play sports. They're  
2 all in school, they're all young, and I like to keep  
3 them involved in every activity there is to keep their  
4 minds occupied on something constructive. I can't do  
5 that if I'm paying a three, \$400 light bill and my  
6 income is not lining up with the light bill.

7 So my thing of it is, you know, like someone  
8 said earlier, their customer service reps and things  
9 like that are courteous, you know, they're very nice,  
10 and they're willing to help, but that's not going to pay  
11 my light bill. If I don't pay that light bill on time,  
12 they're going to come out and shut the lights off  
13 regardless of I got kids or I got health problems.

14 And, as a matter of fact, last night, as we're  
15 talking about lights going off, my lights was off for  
16 three hours. Ain't no rain, ain't no trees. I mean  
17 three hours. I got kids. My youngest son woke me up,  
18 and that's the only reason why I know, crying because  
19 he's scared. And like Ms. Killings said, I can't even  
20 see my hand in front of my face. I can't. Just imagine  
21 what three young kids are feeling in this pitch dark  
22 house. And so we using tablets and stuff, lights trying  
23 to light up to walk around in the house. And I didn't  
24 get no sleep last night because I was constantly  
25 watching over them, making sure that they was able to

1 get back and forth to the bathrooms and things like  
2 that.

3 But my thing of it is, like I said, you know,  
4 this rate increase is going to kill me where I'm not  
5 going to be able to probably make it on a monthly basis.  
6 I mean, I will probably have to, like I said before,  
7 look to my parents, which, you know, most -- I don't  
8 know -- I can't speak for young people nowadays, but  
9 myself personally I don't like to doing that. I would  
10 rather go without before I have to ask anybody for  
11 something.

12 And, you know, my thing of it is, like I said,  
13 this rate increase is going to kill me. It's going to  
14 really kill me. And, you know, like I said, I like to  
15 keep my kids involved in things, and me with this  
16 increase -- I mean, I can remember, I'm not old, but I  
17 can remember when light bills was \$20 and \$30 for the  
18 whole 31, 30 days. Back when my grandma, the rate was  
19 \$9 for the rate. I can remember that and I'm not even  
20 that old. And now it's \$12 you're paying plus. And,  
21 like Ms. Killings said, my kilowatts is not even 1,000  
22 kilowatts an hour a month. It's less than that and --  
23 because I'm trying to budget everything.

24 **COMMISSIONER EDGAR:** Mrs. Gardner, thank you.  
25 Or Ms. Gardner, thank you for sharing your concerns.

1 Are there any questions? Thank you so much.

2 **MR. KELLY:** Andy Andreasen.

3 **ANDY ANDREASEN**

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

7 **DIRECT STATEMENT**

8 **MR. ANDREASEN:** I'm Andy Andreasen. I have  
9 two -- well, I have four services: Three at 3519  
10 Caverns Road in Marianna, 32446, and one at 3462 Live  
11 Oak Lane.

12 As far as vegetation management, the Live Oak  
13 Lane address is somewhat better now, but for the last  
14 two to three years we've had a lot of problem with, like  
15 if you have electronics, computers and what, it's not  
16 real good for the lights to be flipping on and off. And  
17 you could have them go off as many as three to five  
18 times a day several days a week. Recently it's been  
19 better, but it'll still average a few times a week.

20 The Caverns Road address is a lot more open,  
21 less vegetation, so usually that's not so much of a  
22 problem. We are tied to a link on, where the school  
23 board has their freezer. And if it goes out there, then  
24 we lose power in the back on some of the back wells and  
25 things like that. I have one irrigation well that when

1 I first approached Florida Public Utilities about going  
2 with three-phase electricity, they said that they could  
3 make that opportunity available on demand. In other  
4 words, you don't pay unless you use power on that well.  
5 Now the other three wells I have to, I pay a monthly  
6 charge. Well, on that particular one, ever since the  
7 merger there's been a substantial charge every month  
8 whether you use it or not. So that was a concern I had  
9 as well.

10 I would like to compliment the linemen.  
11 Certainly they are, they're very good at what they do  
12 and they're eager to help. I can't criticize them at  
13 all about that, although I do have issues sometimes,  
14 especially at night. I realize that they've got -- they  
15 used to have an answering service. Now I think it's a,  
16 I don't know if it's an answering machine or some  
17 central office somewhere, but a lot of times you cannot  
18 get through to report. I've experienced that many  
19 times. It may be because of large demand or whatever,  
20 but it's like we've heard it so much from so many other  
21 people we don't want to take your call is what it  
22 appears. I mean, but if you call a dozen times and  
23 never get an answer, that's unacceptable, even if it is  
24 a machine that takes it or a recording or whatever  
25 that's going to take your address.

1           So I do think the staff, they're always  
2           amiable in the office. I don't criticize -- they're not  
3           rude, they're not -- you know, I appreciate the  
4           employees, but there needs to be a little more effective  
5           way of handling loss of service. And if we -- and  
6           vegetation management, I guess, becomes more of an  
7           issue. If there are any questions, I'll be glad to  
8           address those.

9           **COMMISSIONER EDGAR:** Questions?

10          Thank you.

11          **MR. ANDREASEN:** Thank you.

12          **COMMISSIONER EDGAR:** Thank you for coming.

13          **MR. KELLY:** Christine Heidebrecht.

14                           **CHRISTINE HEIDEBRECHT**

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

18                           **DIRECT STATEMENT**

19          **MS. HEIDEBRECHT:** Hi. I'm Christine  
20          Heidebrecht. The last name is spelled  
21          H-E-I-D-E-B-R-E-C-H-T, and that should tell everybody  
22          right off the bat that I'm not a Floridian. I moved  
23          here about a year, year and a half ago, and I've had the  
24          opportunity of living in a number of different locations  
25          in the United States. And quite honestly I was

1 flabbergast when I moved to Florida at the sheer cost of  
2 living here.

3           And that should be shocking because where I  
4 moved from is Boulder County, Colorado, one of the  
5 wealthiest counties in the United States. And yet when  
6 I moved to an area where the average income is a half, a  
7 third of what, of some of the other areas that I've  
8 lived in, seeing the amount people are paying just to  
9 live their daily lives is absolutely shocking.

10           I can only speak to things that I've  
11 experienced in the past, but my very first question that  
12 I want to ask is if the rate isn't approved, one of the  
13 comments Mr. Tanner made when he made his opening  
14 statements was that FPU wouldn't be able to continue.  
15 What would happen then? Is that really so bad? Would  
16 another company come in and possibly offer better  
17 infrastructure, lower rates, or, you know, is it playing  
18 to our fears of not having power in an area where air  
19 conditioning is everything, as I've recently learned?

20           I ask these questions because I moved from  
21 Colorado. The city that I was living in had its own  
22 power company. And I checked the website today and  
23 currently their fees are a third less than what we are  
24 paying currently here in Marianna. And I know that each  
25 state regulates their utilities differently, but that

1 just seems ridiculous.

2 If currently Coloradoans can pay a third less,  
3 then what is it about Florida that's making it need to  
4 go up maybe even a third more? That doesn't balance.  
5 There is something going on here that isn't right. And  
6 I currently work for Habitat for Humanity, and so I get  
7 the opportunity to meet a lot of people in a lot of  
8 need. And it hurts, it hurts to see people have to make  
9 the choices that they're making just so that they can  
10 keep the electricity on or just so that they can keep a  
11 meal on the table, and there's a remarkable amount of  
12 need in this area. To, to come forward and ask for  
13 \$5.8 million, that seems excessive.

14 Stepping back from just the humanity side of  
15 it, what I want to ask the Commission to consider as  
16 well is Jackson County obviously needs to encourage  
17 different businesses to come in. As I look around, I  
18 see a lot of the chain stores and that type of thing,  
19 and I don't necessarily know that that's the best  
20 option. But if the larger stores can come in, that's  
21 great. But when you're aiming for a small or medium  
22 business to come in, when they look at the utility  
23 bills, that's immediately going to tell them, no, I am  
24 not going to go into that county because I cannot afford  
25 it, and I already know that in two years I'd have to

1 close my doors. So if Jackson County is going to  
2 continue to grow and develop and have these  
3 opportunities to raise themselves up to a point where  
4 minimum, or the average income no longer is, quite  
5 honestly, a crime for that to still be an average  
6 income, we need these companies to come in, and the  
7 utilities have to be figured into that, that option as  
8 well.

9 On a personal note, one of the things that  
10 I've experienced with Florida Public Utilities is a  
11 rather odd instance with my meter. I tend to be rather  
12 cold, so right now I am shaking because the air  
13 conditioning is on so high. So in the summer I set my  
14 house at 81 degrees. And in the winter I have learned  
15 that if I don't set my house at 60 degrees, I have a  
16 \$400 heating bill. And that makes no sense to me  
17 because in the summer both of my air conditioners kick  
18 on -- I'm in a larger house, so I have two air  
19 conditioner and heating units -- both of them kick on  
20 and my bill is \$120. In the wintertime for some reason  
21 setting my house at 60 degrees so I'm wearing a sweater  
22 and I have a blanket on I'm still paying \$400 and  
23 Christmas goes at risk.

24 I don't know how families are doing it. My  
25 husband and I, in comparison to what other people in

1 this community make, we make a healthy living. And I'm  
2 very -- the word that came to mind is wrong -- but I'm  
3 pleased about that because I can't imagine facing life  
4 not making the living that we're living. Because, quite  
5 honestly, right now we have to look at buying another  
6 car and even that is a question -- can we afford it? I  
7 don't know what the families are doing here to survive,  
8 but I can tell you they are struggling and making  
9 choices that I hope I never have to face. And so I hope  
10 that as you as a Commission review this request, you do  
11 take it very seriously and that perhaps Florida Public  
12 Utilities will look into other options and realize that  
13 they can do a better job.

14 I've seen it in so many locations. I've lived  
15 in a town of 800, I've lived in Chicago, I've lived in a  
16 town of 90,000. In every other situation I've ever  
17 lived in I've never seen something like this happen.  
18 And so I greatly appreciate the opportunity to speak  
19 because this is ridiculous.

20 **COMMISSIONER EDGAR:** Thank you, Ms.  
21 Heidebrecht.

22 **MS. HEIDEBRECHT:** Thank you.

23 **COMMISSIONER EDGAR:** Questions?

24 Thank you very much.

25 **MR. KELLY:** Isaiah Morgan.

**ISAIAH MORGAN**

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

**DIRECT STATEMENT**

5  
6 **MR. MORGAN:** Good afternoon.

7 **COMMISSIONER EDGAR:** Hello.

8 **MR. MORGAN:** I'm Isaiah Morgan. I live on  
9 2032 Highway 73 here in Marianna. On behalf of the --  
10 I've been here 66 years. And I was raised up, we didn't  
11 have electric lights, we had the lamps. And every since  
12 we had electric lights we were with Florida Public  
13 Utilities. And Mr. Fred Turner, who was over the line  
14 crew, my mother worked for him, and we always had a good  
15 rapport with the power company. And from that to today  
16 I work with Habitat, and we still have a good rapport  
17 with the power company. So I realize that they have  
18 done a lot in the last year in cleaning from under the  
19 lines, within the last two years they put in larger  
20 poles, they need that increase. Florida Public  
21 Utilities needs some more help.

22 Now when they voted to remain Florida Public  
23 Utilities versus the city, at the same time, that same  
24 week the power company guys set the trusses on our house  
25 in Alford. We didn't have the manpower. They helped

1 us. So I realize that they are just not only for  
2 themselves but they're still helping.

3 Now just on a personal note, one of our --  
4 well, our second green house, the homeowner told me last  
5 year her light bill was \$47. Energy efficient makes the  
6 difference. Her gas and water bill was \$60. So the  
7 houses that we build, we try to do everything we  
8 possibly can to make them energy efficient.

9 And from that note, my house is not that  
10 energy efficient, but still my light bills are not like  
11 a lot of them. And I am from a family of 18 kids. My  
12 mother and my father, they grew up, we grew up on a  
13 farm, and so I know that you can make a difference in  
14 the way you live and the way you take care of what you  
15 have. So from then to now it's been a blessing to have  
16 electric lights, air conditioning, but you cannot abuse  
17 it.

18 And a lot of the problems we're having now is  
19 because stuff is outdated is the biggest problem. And  
20 so if the power companies had their way, a lot of stuff  
21 would be underground, we wouldn't have the problem with  
22 the limbs falling on the lines, which creates a big  
23 problem. And just on Memorial Day a snake got on the  
24 power line and kicked it out. Most people don't know  
25 this. But when he got in that jack, he killed it. So

1 they was able to sit in that office and tell exactly  
2 where the problem were. High tech. Today it costs and,  
3 for that reason, they need an increase, but I ain't  
4 going to say it's 34 percent, but whatever it takes.  
5 And I know the people that's on the Public Service  
6 Commission, you get paid pretty good for sitting there.  
7 So you remember we don't make what y'all make. Look out  
8 for us. Thank you.

9 **COMMISSIONER EDGAR:** Thank you. Thank you.

10 Mr. Kelly.

11 **MR. KELLY:** No more names.

12 **COMMISSIONER EDGAR:** Is there anybody -- we've  
13 gone through the list of people that signed in. Thank  
14 you all. Is there anyone who wanted to speak to us but  
15 for some reason did not see the sign-up sheet?

16 Okay. Commissioners, any closing comments?

17 All right. Then on behalf of my colleagues, our staff,  
18 OPC, and also the company representatives, thank you all  
19 so much for coming. As I mentioned earlier, we will be  
20 having an evidentiary hearing on this petition that will  
21 begin September 15th. Please remember the yellow sheet  
22 that I mentioned in the beginning. If you do know  
23 anyone who wanted to, anyone who wanted to speak but  
24 could not be here, take some with you. Or, again, it's  
25 available on our website. Our staff will follow up on a

1 number of the questions and concerns that have been  
2 raised, and I fully expect the company will look into  
3 them as well. Yes, sir.

4 **UNIDENTIFIED SPEAKER:** Are we invited to go to  
5 the hearing in Tallahassee?

6 **COMMISSIONER EDGAR:** All of our meetings are  
7 open at the PSC offices in Tallahassee in the government  
8 Southwood Office Complex. All available on the website.

9 **UNIDENTIFIED SPEAKER:** Okay. There will be a  
10 notice in the *Tallahassee Democrat* about it?

11 **COMMISSIONER EDGAR:** I don't -- no, there will  
12 not be a notice in the *Tallahassee Democrat* because FPUC  
13 does not service the Tallahassee area. But if you look  
14 on our website or ask one of the company  
15 representatives, they will give you all of the  
16 information.

17 **UNIDENTIFIED SPEAKER:** Okay. Thank you.  
18 That's good to know.

19 **COMMISSIONER EDGAR:** Again, all open  
20 government, all open meetings. So thank you for your  
21 interest.

22 Ms. Brownless, anything else that we need to  
23 do?

24 **MS. BROWNLESS:** No, sir [sic]. I would just  
25 say that --

1                   **COMMISSIONER EDGAR:** I take it as a  
2 compliment. That's okay.

3                   **MS. BROWNLESS:** Yes, ma'am. I would also say  
4 that the company has the MFRs and a summary of the rate  
5 case materials available here in Marianna at the  
6 library, I believe. And there's a notice that tells  
7 you -- there's a notice in those materials that tells  
8 you exactly when the prehearing is, what time. So that  
9 would be an additional place to get it.

10                   **UNIDENTIFIED SPEAKER:** Thank you. Appreciate  
11 it.

12                   **COMMISSIONER EDGAR:** Okay. Then everyone  
13 please, please drive safe on those wet roads. And we  
14 are adjourned.

15                   (Service Hearing adjourned at 6:52 p.m. CST.)  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

1 STATE OF FLORIDA )  
 : CERTIFICATE OF REPORTER  
 2 COUNTY OF LEON )

3  
 4 I, LINDA BOLES, CRR, RPR, Official Commission  
 Reporter, do hereby certify that the foregoing  
 5 proceeding was heard at the time and place herein  
 stated.

6  
 7 IT IS FURTHER CERTIFIED that I stenographically  
 reported the said proceedings; that the same has been  
 transcribed under my direct supervision; and that this  
 8 transcript constitutes a true transcription of my notes  
 of said proceedings.

9  
 10 I FURTHER CERTIFY that I am not a relative, employee,  
 attorney or counsel of any of the parties, nor am I a  
 relative or employee of any of the parties' attorney or  
 11 counsel connected with the action, nor am I financially  
 interested in the action.

12 DATED THIS 25th day of August, 2014.

13  
 14 *Linda Boles*

---

15  
 16 LINDA BOLES, CRR, RPR  
 FPSC Official Hearings Reporter  
 17 (850) 413-6734

DOCKET NO. 140025-EI - Application for rate increase by Florida Public Utilities Company.

HEARING EXHIBIT NO. 2

(Composite Exhibit – Northwest Division:  
A. Proof of Publication  
B. Proof of Mailing Customer Notice)

Submitted by

**FLORIDA PUBLIC UTILITIES COMPANY**

# Florida lawmakers OK new voting map for Congress

**TALLAHASSEE, Fla.** — The Republican-controlled Florida Legislature on Monday swiftly approved new maps that will alter several of the state's congressional districts after a judge ruled the current districts were illegally drawn to benefit the GOP.

The changes would alter seven of the state's 27 congressional districts, but it's not certain if the revised map will change the makeup of Florida's congressional delegation. Republicans currently hold a 17-10 edge.

The vote was largely along partisan lines as Democrats complained that the new map still doesn't reflect that Florida is a battleground state with a divided electorate. The Senate passed the measure 25-12 with the House following by a 71-33 vote.

"What we've done is really just window dressing," said Sen. Jeff Clemens, D-Lake Worth.

Legislators held a three-day special session to fix the congressional map after Circuit Judge Terry Lewis ruled that two districts were drawn illegally. Lewis gave legislators until Aug. 15 to draw a new map.

Republicans who led the effort to draw the new map contended that the changes should pass muster with the judge.

"It's an excellent map that should comply with the judge's order," said Rep. Richard Corcoran, R-Land O'Lakes and chairman of the committee that came up with the revised districts.

Even with new districts in place, it's not clear when they will be implemented. Lewis must still decide whether to call a special election for later this year. Legislative leaders have said they plan to oppose any effort to call one.

Voters in 2010 passed the "Fair Districts" amendment that says legislators cannot draw up districts



Sen. Eleanor Sobel, D-Hollywood, Sen. Greg Evers, R-Baker, and Sen. Rene Garcia, R-Maleah discuss a congressional redistricting map on the floor of the Senate on Monday, Aug. 11 at the Capitol in Tallahassee, Fla.

to favor incumbents or a political party, a practice known as "gerrymandering."

that the GOP consultants used a "shadow" process to draw districts that benefited Republicans.

Lewis agreed there was enough evidence to show that consultants helped make "mockery" of the process and ruled that two districts were invalid. The two districts flagged by Lewis are a sprawling district that stretches from Jacksonville to Orlando and is held by U.S. Rep. Corinne Brown, a Democrat, and a central Florida district held by U.S. Rep. Dan Webster, a Republican.

The new map alters those two districts, but also changes the boundaries for five other districts located in north and central Florida.

Senate Democrats offered their own alternate map that changed just three districts, but it was voided down on a 25-12 vote. Republicans contended that the Democratic map was unconstitutional because it lowered the number of black voters in Brown's district. The federal Voting Rights Act bars states from diluting the voting strength of minorities.



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## Darden provides quarterly earnings forecasts

**ORLANDO, Fla.** — Darden, owner of restaurant chains such as Olive Garden, Bahama Breeze and LongHorn Steakhouse, has completed its repurchase of about \$900 million of a previously announced \$1 billion debt retirement.

The company expects to retire the remaining \$100 million of debt later this month.

Darden said that it used proceeds from its recent sale of Red Lobster for the debt retirement and to start a \$500 million ac-

celerated stock buyback program.

Darden announced last month that it had completed the sale of Red Lobster to investment firm Golden Gate Capital. Activist investors Barington Capital and Starboard Value had objected to the nature of the breakup. The company also announced in July that Chairman and CEO Clarence Otis was stepping down.

The Orlando, Fla. company predicts first-quarter adjusted earnings from continuing operations in a range of 28 cents to 30 cents per share. For

the second quarter, it forecasts 24 cents to 28 cents per share. Darden anticipates 80 cents to 84 cents per share for the third quarter and 87 cents to 91 cents per share for the fourth quarter.

Analysts surveyed by FactSet expect a first-quarter profit of 47 cents per share and 22 cents per share for the second quarter. They anticipate a profit of 81 cents per share for the third quarter and 74 cents per share for the fourth quarter.

The company said that its quarterly forecasts account for the debt retire-

ment, accelerated stock buyback and sale of Red Lobster.

Darden Restaurants Inc. still expects fiscal 2015 adjusted earnings from continuing operations between \$2.22 and \$2.30 per share. Wall Street is calling for \$2.23 per share.

Darden owns and runs more than 1,500 restaurants. Its other brands include Seasons 52, The Capital Grille, Eddie V's and Yard House.

Its shares slipped 3 cents to \$47.18 in midday trading Monday. Its shares have fallen more than 13 percent so far this year.

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Louis Amaro (center) of Miami Gardens, Fla., is helped out of his wheelchair and into a rowing boat by head coach Bob Wright (left) at the Miami Beach Rowing Club in Miami Beach, Fla., on Aug. 6.

## Adaptive rowing opens sport to disabled

**The Associated Press**

Juan Carlos Gil likes the feeling of independence the sport of rowing gives him. "The freedom the water can give me is exhilarating when I hear the water flick over the oars," said Gil, who has cerebral palsy, and is legally blind. Gil, 32, of Miami, is participating in the adaptive rowing program at the Miami Beach Rowing Club, which was recently sanctioned as a Paralympic Sport Club by the U.S. Olympic committee. The free program runs on private donations with a small coaching staff and a group of volunteers. It is open to people with all disabilities.

According to head coach Bob Wright, rowing is a sport that accommodates disabilities very well. Although Gil is unable to use his legs in the rowing stroke, he can compensate by conditioning to strengthen his core

in his shoulders, arms and back. His long-term goal is to qualify for the Paralympics.

While out on the water training, Gil encourages Louis Amaro, 36, of Miami Gardens, Florida,

rowing in a nearby boat. Amaro became a paraplegic in 1999 as the result of a gunshot wound. He describes his life coping with a disability as a journey where "you have to stay positive."

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## NOTICE

The Florida Public Service Commission announces a customer service hearing to be held in the following docket to which all interested persons and parties are invited to attend.

**Docket No. 140025-EI**

Application for Rate Increase by Florida Public Utilities Company.

**DATE AND TIME:**

Tuesday, August 19, 2014  
5:00 p.m. CDT

**PLACE:**

Jackson County Agriculture Conference Center  
2740 Pennsylvania Avenue  
Marianna, FL 32448

The hearing will begin as scheduled and will continue until all witnesses have been heard. If no witnesses are present, the hearing may be adjourned. All persons desiring 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.

**PURPOSE:**

To permit members of the public to give testimony regarding the electric rates and service of Florida Public Utilities Company. All witnesses shall be subject to cross-examination at the conclusion of their testimony. Any person requiring accommodations at this hearing because of a physical impairment should call the Office of the Commission Clerk at **850.413.6770** at least 48 hours prior to the hearing. Any person who is hearing or speech impaired should contact the Commission by using the Florida Relay Service, which can be reached at **800.955.8771**.

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Marianna, FL 32448

The hearing will begin as scheduled and will continue until all witnesses have been heard. If no witnesses are present, the hearing may be adjourned. All persons desiring 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.

PURPOSE: To permit members of the public to give testimony regarding the electric rates and service of Florida Public Utilities Company. All witnesses shall be subject to cross-examination at the conclusion of their testimony. Any person requiring accommodations at this hearing because of a physical impairment should call the Office of the Commission Clerk at (850) 413-6770 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired should contact the Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771.

United States Postal Service  
**Postage Statement—First-Class Mail and  
 First-Class Package Service**

Post Office: Note Mail Arrival Date & Time  
 (Do Not Round-Stamp)

Use this form for First-Class Mail and First-Class Package Service.

<b>Mailer</b>	Permit Holder's Name and Address and Email Address, if Any <b>Print Dynamics 1721 North Federal Hwy FT. Lauderdale FL 33305</b>	Telephone <b>954-524-9294</b>	Name and Address of Mailing Agent (if other than permit holder) <b>Print Dynamics 1721 North Federal Hwy FT. Lauderdale FL 33305</b>	Telephone <b>954-524-9294</b>	Name and Address of Mail Owner (if other than permit holder) <b>Florida Public Utilities MTN 389006 780 Amelia Island Parkway Fernandina Beach, FL 32034 NorthWest PC</b>
	CAPS Cust. Ref. No. <u>N/A</u> CRID <b>4262104</b>		CRID <b>4262104</b>		CRID <u>N/A</u>

<b>Mailing</b>	Post Office of Mailing <b>FORT LAUDERDALE FL 33310</b>	Processing Category <input checked="" type="checkbox"/> Letters <input type="checkbox"/> Flats <input type="checkbox"/> Parcels	Parcels Only Hold For Pickup HFPU No. of Pieces	Mailer's Mailing Date <b>08/01/14</b>	Federal Agency Cost Code <b>N/A</b>	Statement Seq. No. <b>NorthWest</b>	No. and type of Containers <b>7 - 1'MM Trays 10 - 2'MM Trays</b>	
	Type of <input checked="" type="checkbox"/> Permit Imprint Postage <input type="checkbox"/> Precanceled Stamps <input type="checkbox"/> Metered			Weight of a Single Piece <b>0.0177 pounds</b>	Combined Mailing <input type="checkbox"/> Single Class	SSF Transaction ID#		Total Pieces <b>9,520</b>
	Permit # <b>5222</b>	For Mail Enclosed Within Another Class <input type="checkbox"/> Standard Mail <input type="checkbox"/> Bound Printed Matter	For Automation Price Pieces, Enter Date of Address Matching and Coding <b>07/31/2014</b>	Move Update Method: <input type="checkbox"/> Ancillary Service Endorsement <input type="checkbox"/> OneCode ACS <input checked="" type="checkbox"/> NCOALink <input type="checkbox"/> ACS <input type="checkbox"/> Alternative Method <input type="checkbox"/> Multiple <input type="checkbox"/> n/a Alternative Address Format	<input type="checkbox"/> Periodicals <input type="checkbox"/> Library Mail <input type="checkbox"/> Media Mail	Customer Generated Electronic Labels <input type="checkbox"/> SigCon		Total Weight <b>168.5040</b>

<b>Postage</b>	Letter or Flat-size mailpieces contain: <input type="checkbox"/> Round Trip ONLY: One DVD/CD or other disk	Parts Completed (Select all that apply) <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E <input type="checkbox"/> NSA <input type="checkbox"/> S		
	This is a Political Campaign Mailing Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			
	This is Official Election Mail Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<b>1</b>	<b>Subtotal Postage (Add parts totals)</b>	<b>\$3,802.97</b>
	<b>2</b> Price at Which Postage Affixed (Check one). Complete if the mailing includes pieces bearing metered/PC Postage or precanceled stamps. <input type="checkbox"/> Correct <input type="checkbox"/> Lowest <input type="checkbox"/> Neither _____ pcs. x \$ _____ \$ = <b>Postage Affixed</b>			
	<b>3</b> _____		Incentive/Discount Flat Dollar Amount	-
<b>4</b> _____		Fee Flat Dollar Amount	+	
<b>5</b> Permit # _____		<b>Net Postage Due (Line 1 +/- Lines 2, 3, 4)</b>	<b>\$3,802.97</b>	

<b>USPS Use</b>	Additional Postage Payment (State reason)	
	For postage affixed add additional payment to net postage due; for permit imprint add additional payment to total postage.	<b>Total Adjusted Postage Affixed</b>
	Postmaster: Report Total Postage In <b>AIC 121</b>	<b>Total Adjusted Postage Permit Imprint</b>

<b>Certification</b>	Incentive/Discount Claimed: _____ Type of Fee _____	
	The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation. I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment. <small>Privacy Notice: For information regarding our Privacy Policy visit <a href="http://www.usps.com">www.usps.com</a>.</small>	
Signature of Mailer or Agent	Printed Name of Mailer or Agent Signing Form	Telephone <b>954-524-9294</b>

<b>USPS Use Only</b> To be completed in non-Postal/One! sites	Weight of a Single Piece _____ pound	Are postage figures at left adjusted from mailer's entries? If yes, reason: <input type="checkbox"/> Yes <input type="checkbox"/> No	Round Stamp (Required) Payment Date	<b>USPS Use Only</b> To be completed in non-Postal/One! sites
	Total Pieces _____ Total Weight _____			
	Total Postage _____			
	Presort Verification Performed? (If required) <input type="checkbox"/> Yes <input type="checkbox"/> No			
	I CERTIFY that this mailing has been inspected for each item below if required: (1) eligibility for postage prices claimed; (2) proper preparation (and presort where required); (3) proper completion of postage statement; (4) payment of annual fee; and (5) sufficient funds on deposit (if required)			
Date Mailer Notified _____ Contact _____	By (Initials) _____ Time _____ AM _____ PM			
USPS Employee's Signature _____	Print USPS Employee's Name _____			

Docket No. 140025-EI

**AFFIDAVIT**

STATE OF FLORIDA

COUNTY OF NASSAU

BEFORE ME, the undersigned authority, an officer duly authorized in the State and County aforesaid to take acknowledgments, personally appeared Cheryl Martin, who deposed and stated that the Customer Notice of Florida Public Utilities Company's Application for a Rate Increase, assigned Florida Public Service Commission Docket No. 140025-EI, has been sent to all customers of the Company's Electric Division in accordance with Commission Rule 25-22.0406(2)(f), Florida Administrative Code.

Sworn to and subscribed before me this 2nd day of July, 2014.

In Witness Whereof, I have hereunto set my hand and seal in the State and County aforesaid as of this 2nd day of July, 2014.



Linda J. Gamble  
Notary Public  
State of Florida, at Large

My Commission Expires:  
Jan 30, 2015

MAILING SUMMARY

NOTICE TO FLORIDA PUBLIC UTILITIES CUSTOMERS

Docket No. 140025-EI

**NORTHEAST DIVISION:**

Final File sent to print house: 06.11.14

Final File approved for press: 06.13.14

Final Final dropped at USPS & Mailed via Standard Mail: 06.19.14

Expected In-Home Date Range: 06.21.14 – 06.25.14

**NORTHWEST DIVISION:**

Final File sent to print house: 06.11.14

Final File approved for press: 06.13.14

Final Final dropped at USPS & Mailed via Standard Mail: 06.19.14

Expected In-Home Date Range: 06.21.14 – 06.25.14

**\*\*Customer Notice Post to Web (FPUC.com/2014ElectricRates): 06.19.14\*\***

See attached, executed USPS Certification.



JOANIE DUPONT  
projects & strategies director

MTN Advertising  
1355 S. Patrick Dr  
Satellite Beach, FL 32937  
www.mtninc.com

e: [joanie@mtninc.com](mailto:joanie@mtninc.com)  
ph: 321-779-1010  
c: 321-403-4488  
fx: 321-779-0200



## NOTICE TO CUSTOMERS

On April 28, 2014, Florida Public Utilities Company filed a Petition with the Florida Public Service Commission seeking approval to increase rates and charges to produce an additional \$5,852,171 in revenues. The proposed increase, if approved, would increase the total bill in January 2015 for an average 1,000 kWh/month customer by \$6.12 or 4.62% over the current average bill. The Company is also requesting interim rate relief to temporarily increase its revenues by \$2,433,314 pending the Commission's decision on the Company's request for a permanent increase.

The Florida Public Service Commission Docket number assigned to this request is Docket No. 140025-EI.

The main reasons for this request are that the Company has made significant investments in its electric distribution in order to enhance the reliability of service to customers, including, but not limited to, replacement of wood distribution and transmission line poles, replacement of aging underground conductors, and replacement of a substation. The Company is planning additional projects to further enhance service reliability for customers. In addition, the Company's Operations and Maintenance expenses have increased over the past several years, while the Company's revenues have declined.

The Commission will conduct customer service hearings regarding this request at locations in the Company's service area. In those hearings the Commission will receive comments from customers regarding the Company's service quality and the Company's request for a base rate increase. The dates and locations for those service hearings will be as follows:

Tuesday, August 19, 2014 5:00 p.m. CDT Jackson County Agriculture Conference Center 2740 Pennsylvania Avenue Marianna, FL	Wednesday, August 20, 2014 5:00 p.m. EDT Atlantic Recreation Center Auditorium 2500 Atlantic Avenue Fernandina Beach, FL
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A technical hearing has been scheduled for September 15-18, 2014, in Tallahassee.

Details regarding the Company's request are contained in the Minimum Filing Requirements, which also contain detailed financial, accounting, tariff and engineering data supporting the request. These are available for review at the business offices at the following locations during regular work hours.

2825 Pennsylvania Avenue  
Marianna, Florida 32448  
850-526-6800  
Monday-Friday (9:00a.m.-5:00p.m.)

780 Amelia Island Parkway  
Fernandina Beach, Florida 32034  
904-430-4700  
Monday-Friday (10:00a.m.-5:00p.m.)

The Company's MFRs, as well as a synopsis of the case, can also be reviewed at the following locations during normal operating hours:

Fernandina Library Branch  
25 N. 4th St.  
Fernandina Beach, FL 32034

Jackson County Public Library  
2929 Green Street  
Marianna, Florida 32446

Currently, the schedule for this proceeding is as follows:

Recommendation on Interim Rates	06/26/2014
Staff Audit Due	07/08/2014
Agenda (Interim Rates)	07/10/2014
Order on Interim Rate Request	07/30/2014
Hearing (9/15 - 18/14)	09/15/2014
Briefs Due	10/02/2014
Staff Recommendation (Revenue Requirement)	11/13/2014
Agenda (Revenue Requirement)	11/25/2014
Staff Recommendation (Rates)	12/04/2014
Agenda (Rates)	12/16/2014
Final Order on Proposed Final Rates	12/30/2014

Any customer comments regarding the Company's service or the proposed rate increase should include the docket number assigned to this case, Docket No. 140025-EI, and should be addressed to:

Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

You may also contact the Commission at their toll free number: **1-800-342-3552**.

Additional information is also available by visiting the Company's website at [www.fpuc.com](http://www.fpuc.com). You may also obtain information about this request by calling the Florida Public Service Commission at 1-800-342-3552 or visiting the Commission's website at [www.psc.state.fl.us](http://www.psc.state.fl.us).

	<u>Present Rates</u>	<u>Interim Rates</u>	<u>Proposed Rates</u>	
		<u>Customer Charge(s)</u>		
Residential (RS)	\$12.00	\$13.79	\$16.00	
General Service (GS)	\$18.00	\$20.68	\$24.00	
General Service Demand (GSD)	\$52.00	\$59.75	\$65.00	
General Service Large Demand (GSLD)	\$100.00	\$114.91	\$150.00	
General Service Large Demand (GSLD1)	\$600.00	\$689.46	\$900.00	
Standby (SB) <500 kw	\$126.47	\$145.33	\$190.00	
Standby (SB) ≥500 kw	\$626.47	\$719.87	\$940.00	
		<u>Energy Charge \$/kwh</u>		
Residential (RS)	\$0.01958	\$0.02250	≤1,000 -	\$0.02170
			>1,000 -	\$0.03420
General Service (GS)	\$0.01927	\$0.02214		\$0.02582
General Service Demand (GSD)	\$0.00340	\$0.00391		\$0.00571
General Service Large Demand (GSLD)	\$0.00145	\$0.00167		\$0.00218
General Service Large Demand (GSLD1)	\$0.00000	\$0.00000		\$0.00000
Standby (SB) <500 kw	\$0.00000	\$0.00000		\$0.00000
Standby (SB) ≥500 kw	\$0.00000	\$0.00000		\$0.00000
		<u>Demand Charge \$/kw</u>		
Residential (RS)	\$ 0.00	\$ 0.00		\$ 0.00
General Service (GS)	\$ 0.00	\$ 0.00		\$ 0.00
General Service Demand (GSD)	\$ 2.80	\$ 3.22		\$ 4.20
General Service Large Demand (GSLD)	\$ 4.00	\$ 4.60		\$ 6.00
General Service Large Demand (GSLD1)	\$ 1.12	\$ 1.29		\$ 1.68
General Service Large Demand (GSLD1)	\$ 0.24 kVAR	\$ 0.28 kVAR		\$ 0.36 kVAR
Standby (SB) <500 kw	\$ 2.00	\$ 2.30		\$ 2.83
Standby (SB) ≥500 kw	\$ 0.53	\$ 0.61		\$ 0.80
Outdoor/Street Lighting	various	14.91%		15.9%

	<u>Present Rates</u>	<u>Interim Rates</u>	<u>Proposed Rates</u>
	----- Service Charge(s) -----		
Initial Entitlement of Service	\$53.00	\$53.00	\$ 61.00
Re-establish Service or Account Changes	\$23.00	\$23.00	\$ 26.00
Customer Request Temp Disconnect/Reconn	\$33.00	\$33.00	\$ 65.00
Reconnect After Disconnect (Normal Hrs)	\$44.00	\$44.00	\$ 52.00
Reconnect After Disconnect (After Hours)	\$95.00	\$95.00	\$178.00
Temporary Service	\$51.00	\$51.00	\$ 85.00
Collection Charge	\$14.00	\$14.00	\$ 16.00
Returned Check Charge	Per Statute	Per Statute	Per Statute
Credit Card Fees	----- \$3.50 RS and 3.5% other classes -----		
Late Fees	----- Greater of 1.5% or \$5.00 -----		

	----- PRESENT RATES -----				----- INTERIM RATES -----				----- PROPOSED RATES -----			
	Facility Charge	Energy Charge	Maint Charge	Total Charge	Facility Charge	Energy Charge	Maint Charge	Total Charge	Facility Charge	Energy Charge	Maint Charge	Total Charge
100w HPS Cobra Head-OL	\$ 6.13	\$ 1.55	\$ 0.96	\$ 8.64	\$ 7.01	\$ 1.82	\$ 1.10	\$ 9.93	\$ 6.34	\$ 1.83	\$ 1.88	\$ 10.05
175w MV Cobra Head -OL	\$ 1.44	\$ 2.72	\$ 0.52	\$ 4.68	\$ 1.65	\$ 3.13	\$ 0.60	\$ 5.38	\$ 1.19	\$ 3.15	\$ 1.04	\$ 5.38
400w MV Cobra Head-OL	\$ 4.39	\$ 5.82	\$ 0.89	\$ 11.10	\$ 5.04	\$ 6.69	\$ 1.02	\$ 12.75	\$ 1.31	\$ 6.74	\$ 1.12	\$ 9.17
1000w HPS Flood -OL2	\$ 16.38	\$ 15.61	\$ 2.19	\$ 34.18	\$ 18.82	\$ 17.94	\$ 2.52	\$ 39.28	\$ 18.99	\$ 18.09	\$ 2.54	\$ 39.62
1000w MH Flood - OL2	\$ 15.20	\$ 15.61	\$ 2.03	\$ 32.84	\$ 17.47	\$ 17.94	\$ 2.33	\$ 37.74	\$ 17.51	\$ 18.09	\$ 2.48	\$ 38.08
1000w MH Vert Shoebox - OL2	\$ 21.31	\$ 15.61	\$ 2.69	\$ 39.61	\$ 24.49	\$ 17.94	\$ 3.09	\$ 45.52	\$ 24.70	\$ 18.09	\$ 3.12	\$ 45.91
100w HPS Amer Rev-OL2	\$ 8.10	\$ 1.58	\$ 1.15	\$ 10.83	\$ 9.31	\$ 1.82	\$ 1.32	\$ 12.45	\$ 8.23	\$ 1.83	\$ 2.78	\$ 12.84
100w HPS Cobra Head-OL2	\$ 6.13	\$ 1.55	\$ 0.96	\$ 8.64	\$ 7.01	\$ 1.82	\$ 1.10	\$ 9.93	\$ 6.34	\$ 1.83	\$ 1.88	\$ 10.05
100w HPS SP2 Spectra -OL2	\$ 18.18	\$ 1.58	\$ 3.16	\$ 22.92	\$ 20.89	\$ 1.82	\$ 3.63	\$ 26.34	\$ 21.07	\$ 1.83	\$ 3.66	\$ 26.56
100w MH SP2 Spectra -OL2	\$ 18.04	\$ 1.58	\$ 2.20	\$ 21.82	\$ 20.73	\$ 1.82	\$ 2.53	\$ 25.08	\$ 20.91	\$ 1.83	\$ 2.55	\$ 25.29
150w HPS Acorn-OL2	\$ 14.42	\$ 2.34	\$ 1.83	\$ 18.59	\$ 16.57	\$ 2.69	\$ 2.10	\$ 21.36	\$ 16.72	\$ 2.71	\$ 2.12	\$ 21.55
150w HPS ALN 440 -OL2	\$ 21.46	\$ 2.34	\$ 2.61	\$ 26.41	\$ 24.66	\$ 2.69	\$ 3.00	\$ 30.35	\$ 24.88	\$ 2.71	\$ 3.03	\$ 30.62
150w HPS Am Rev-OL2	\$ 8.31	\$ 2.34	\$ 1.14	\$ 11.79	\$ 9.55	\$ 2.69	\$ 1.31	\$ 13.55	\$ 7.70	\$ 2.71	\$ 3.79	\$ 14.20
175w MH ALN 440 -OL2	\$ 21.60	\$ 2.75	\$ 2.66	\$ 27.01	\$ 24.82	\$ 3.16	\$ 3.06	\$ 31.04	\$ 25.73	\$ 3.19	\$ 2.22	\$ 31.14
175w MH Shoebox -OL2	\$ 16.62	\$ 2.75	\$ 2.15	\$ 21.52	\$ 19.10	\$ 3.16	\$ 2.47	\$ 24.73	\$ 19.27	\$ 3.19	\$ 2.49	\$ 24.95
200w HPS Cobra Head -OL2	\$ 9.32	\$ 3.13	\$ 0.42	\$ 12.87	\$ 10.71	\$ 3.60	\$ 0.48	\$ 14.79	\$ 8.31	\$ 3.63	\$ 2.14	\$ 14.08
250w HPS Cobra Head -OL2	\$ 11.21	\$ 3.88	\$ 1.46	\$ 16.55	\$ 12.88	\$ 4.46	\$ 1.68	\$ 19.02	\$ 9.07	\$ 4.50	\$ 3.36	\$ 16.93
250w HPS Flood -OL2	\$ 8.49	\$ 3.88	\$ 1.34	\$ 13.71	\$ 9.76	\$ 4.46	\$ 1.54	\$ 15.76	\$ 9.98	\$ 4.50	\$ 2.05	\$ 16.53
250w MH Shoebox-OL2	\$ 17.69	\$ 3.88	\$ 2.40	\$ 23.97	\$ 20.33	\$ 4.46	\$ 2.76	\$ 27.55	\$ 20.51	\$ 4.50	\$ 2.78	\$ 27.79
400w HPS Cobra Head -OL2	\$ 8.43	\$ 6.26	\$ 1.34	\$ 16.03	\$ 9.69	\$ 7.19	\$ 1.54	\$ 18.42	\$ 9.21	\$ 7.26	\$ 2.35	\$ 18.82
400w HPS Flood - OL2	\$ 13.08	\$ 6.26	\$ 1.66	\$ 21.00	\$ 15.03	\$ 7.19	\$ 1.91	\$ 24.13	\$ 15.16	\$ 7.26	\$ 1.92	\$ 24.34
400w MH Flood OL2	\$ 8.81	\$ 6.26	\$ 1.39	\$ 16.46	\$ 10.12	\$ 7.19	\$ 1.60	\$ 18.91	\$ 10.29	\$ 7.26	\$ 1.88	\$ 19.43
10' Alum Deco Base-OL2	\$ 13.50	\$ -	\$ -	\$ 13.50	\$ 15.51	\$ -	\$ -	\$ 15.51	\$ 15.77	\$ -	\$ -	\$ 15.77
13' Decorative Concrete-OL2	\$ 10.36	\$ -	\$ -	\$ 10.36	\$ 11.90	\$ -	\$ -	\$ 11.90	\$ 12.01	\$ -	\$ -	\$ 12.01
18' Fiberglass Round-OL2	\$ 6.86	\$ -	\$ -	\$ 6.86	\$ 7.88	\$ -	\$ -	\$ 7.88	\$ 8.48	\$ -	\$ -	\$ 8.48
20' Decorative Concrete-OL2	\$ 11.75	\$ -	\$ -	\$ 11.75	\$ 13.50	\$ -	\$ -	\$ 13.50	\$ 13.59	\$ -	\$ -	\$ 13.59
30' Wood Pole Std-OL2	\$ 3.95	\$ -	\$ -	\$ 3.95	\$ 4.54	\$ -	\$ -	\$ 4.54	\$ 4.55	\$ -	\$ -	\$ 4.55
35' Concrete Square-OL2	\$ 11.45	\$ -	\$ -	\$ 11.45	\$ 13.16	\$ -	\$ -	\$ 13.16	\$ 13.44	\$ -	\$ -	\$ 13.44
40' Wood Pole Std - OL2	\$ 7.85	\$ -	\$ -	\$ 7.85	\$ 9.02	\$ -	\$ -	\$ 9.02	\$ 9.10	\$ -	\$ -	\$ 9.10
30' Wood pole	\$ 3.53	\$ -	\$ -	\$ 3.53	\$ 4.06	\$ -	\$ -	\$ 4.06	\$ 4.09	\$ -	\$ -	\$ 4.09
175w MV Cobra Head - SL1-2	\$ 0.67	\$ 2.71	\$ 1.23	\$ 4.61	\$ 0.77	\$ 3.11	\$ 1.41	\$ 5.29	\$ 1.19	\$ 3.15	\$ 1.04	\$ 5.38
400w MV Cobra Head - SL1-3	\$ 1.13	\$ 5.81	\$ 1.40	\$ 8.34	\$ 1.30	\$ 6.68	\$ 1.61	\$ 9.59	\$ 1.31	\$ 6.74	\$ 1.12	\$ 9.17
175w MV Cobra Head -SL2	\$ 0.67	\$ 2.71	\$ 1.23	\$ 4.61	\$ 0.77	\$ 3.11	\$ 1.41	\$ 5.29	\$ 1.19	\$ 3.15	\$ 1.04	\$ 5.38

	----- PRESENT RATES -----				----- INTERIM RATES -----				----- PROPOSED RATES -----			
	Facility Charge	Energy Charge	Maint Charge	Total Charge	Facility Charge	Energy Charge	Maint Charge	Total Charge	Facility Charge	Energy Charge	Maint Charge	Total Charge
400w MV Cobra Head -SL2	\$ 1.13	\$ 5.81	\$ 1.40	\$ 8.34	\$ 1.30	\$ 6.68	\$ 1.61	\$ 9.59	\$ 1.31	\$ 6.74	\$ 1.12	\$ 9.17
1000w MH Flood -SL3	\$ 11.09	\$ 15.61	\$ 6.79	\$ 33.49	\$ 12.74	\$ 17.94	\$ 7.80	\$ 38.48	\$ 17.51	\$ 18.09	\$ 2.48	\$ 38.08
100w HPS Amer -SL3	\$ 5.99	\$ 1.58	\$ 3.80	\$ 11.37	\$ 6.88	\$ 1.82	\$ 4.37	\$ 13.07	\$ 8.23	\$ 1.83	\$ 2.78	\$ 12.84
100w HPS Cobra Head- SL3	\$ 4.37	\$ 1.58	\$ 2.78	\$ 8.73	\$ 5.02	\$ 1.82	\$ 3.19	\$ 10.03	\$ 6.34	\$ 1.83	\$ 1.88	\$ 10.05
150w HPS Acorn -SL3	\$ 10.47	\$ 2.34	\$ 6.15	\$ 18.96	\$ 12.03	\$ 2.69	\$ 7.07	\$ 21.79	\$ 16.72	\$ 2.71	\$ 2.12	\$ 21.55
150w HPS Amer Rev -SL3	\$ 5.85	\$ 2.34	\$ 4.28	\$ 12.47	\$ 6.72	\$ 2.69	\$ 4.92	\$ 14.33	\$ 7.70	\$ 2.71	\$ 3.79	\$ 14.20
175w MH ALN 440 -SL3	\$ 22.36	\$ 2.75	\$ 1.71	\$ 26.82	\$ 25.69	\$ 3.16	\$ 1.96	\$ 30.81	\$ 25.73	\$ 3.19	\$ 2.22	\$ 31.14
200w HPS Cobra Head -SL3	\$ 5.61	\$ 3.13	\$ 2.88	\$ 11.62	\$ 6.45	\$ 3.60	\$ 3.31	\$ 13.36	\$ 8.31	\$ 3.63	\$ 2.14	\$ 14.08
250w HPS Cobra Head -SL3	\$ 5.38	\$ 3.88	\$ 3.94	\$ 13.20	\$ 6.18	\$ 4.46	\$ 4.53	\$ 15.17	\$ 9.07	\$ 4.50	\$ 3.36	\$ 16.93
250w HPS Flood - SL3	\$ 9.22	\$ 3.88	\$ 5.38	\$ 18.48	\$ 10.59	\$ 4.46	\$ 6.18	\$ 21.23	\$ 9.98	\$ 4.50	\$ 2.05	\$ 16.53
400w HPS Cobra Head -SL3	\$ 6.28	\$ 6.26	\$ 4.41	\$ 16.95	\$ 7.22	\$ 7.19	\$ 5.07	\$ 19.48	\$ 9.21	\$ 7.26	\$ 2.35	\$ 18.82
400w MH Flood -SL3	\$ 9.63	\$ 6.26	\$ 11.58	\$ 27.47	\$ 11.07	\$ 7.19	\$ 13.31	\$ 31.57	\$ 10.29	\$ 7.26	\$ 1.88	\$ 19.43
10' Alum Deco Base-SL3	\$ 14.92	\$ -	\$ -	\$ 14.92	\$ 17.14	\$ -	\$ -	\$ 17.14	\$ 15.77	\$ -	\$ -	\$ 15.77
13' Deco Concrete - SL3	\$ 10.35	\$ -	\$ -	\$ 10.35	\$ 11.89	\$ -	\$ -	\$ 11.89	\$ 12.01	\$ -	\$ -	\$ 12.01
18' Fiberglass Round-SL3	\$ 7.64	\$ -	\$ -	\$ 7.64	\$ 8.78	\$ -	\$ -	\$ 8.78	\$ 8.48	\$ -	\$ -	\$ 8.48
20' Decorative Concrete-SL3	\$ 11.45	\$ -	\$ -	\$ 11.45	\$ 13.16	\$ -	\$ -	\$ 13.16	\$ 13.59	\$ -	\$ -	\$ 13.59
30' Wood Pole Std - SL3	\$ 3.67	\$ -	\$ -	\$ 3.67	\$ 4.22	\$ -	\$ -	\$ 4.22	\$ 4.55	\$ -	\$ -	\$ 4.55
35' Concrete Square-SL3	\$ 12.81	\$ -	\$ -	\$ 12.81	\$ 14.72	\$ -	\$ -	\$ 14.72	\$ 13.44	\$ -	\$ -	\$ 13.44

\*Outdoor lighting and Street lighting will be combined under one Lighting Service in proposed rates.

ALL ENTRY-POINTS, ALL BATCHES, PIECE-ID: 002, ALL PRESORT GROUPS

MTN 16337 A1

USPS

UNITED STATES POSTAL SERVICE  
POSTAGE STATEMENT - STANDARD MAIL

POST OFFICE: NOTE MAIL ARRIVAL DATE & TIME  
(DO NOT ROUND-STAMP)

----- MAILER -----		----- MAILER -----		----- MAILER -----	
PERMIT HOLDER'S NAME AND ADDRESS AND EMAIL ADDRESS	TELEPHONE	NAME AND ADDRESS OF MAILING AGENT (IF OTHER THAN PERMIT HOLDER)	TELEPHONE	NAME AND ADDRESS OF MAIL OWNER (IF OTHER THAN PERMIT HOLDER)	
DATA MANAGEMENT 3225 JORDAN BLVD MALABAR FL 32950-4524	(321) 725-8081	MTN ADVERTISING INC 1355 S PATRICK DRIVE SATILLITE BEACH FL 32937		FLORIDA PUBLIC UTILITIES ATTN: COMMUNICATIONS GROUP 401 SOUTH DIXIE HIGHWAY WEST PALM BEACH FL 33401	
CAPS CUST. RFP. NO. 16337		CRID		CRID	

----- MAILING -----	----- MAILING -----	----- MAILING -----	----- MAILING -----
POST OFFICE OF MAILING MELBOURNE FL 32901	MAILER'S PERMIT NO. <b>724</b>	FED. AGCY. COST CODE	STMT. SEQ. NO. ; NO. AND TYPE OF CONTAINERS

TYPE OF POSTAGE	PROCESSING CATEGORY	WEIGHT OF A SINGLE PIECE	COMBINED MAILING	TOTAL PIECES	
X: PERMIT IMPRINT	X: LETTERS	.0419 POUNDS	MIXED CLASS	12,547	
PERMITS CANCELED	PLATS		SINGLE CLASS		
STAMP	MARKETING PARCELS				
METERED	PARCELS-MACHINABLE				
	PARCELS-IRREGULAR				
	CMN				
	CATALOGS				
				TOTAL WEIGHT	525.7193
				MAILPIECE IS A PRODUCT SAMPLE.	SAMPLES

FOR AUTOMATION PIECES, ENTER DATE OF ADDRESS MATCHING AND CODING	FOR CARRIER ROUTE PIECES, ENTER DATE OF ADDRESS MATCHING AND CODING	FOR CARRIER ROUTE PIECES, ENTER DATE OF ADDRESS MATCHING AND CODING	FOR PIECES BEARING A SIMPLIFIED ADDRESS, ENTER DATE OF DELIVERY STATISTICS FILE OR ALTERNATIVE METHOD
6/16/2014	6/16/2014	6/16/2014	6/16/2014

MOVE UPDATE METHOD: ANCILLARY SERVICE ENDORSEMENT: X: DCCALINK ; ACS ; ALTERNATIVE METHOD ; N/A ALTERNATIVE ADDRESS FORMAT ; MULTIPLE ; ONECODE ACS

THIS IS A POLITICAL MAILING ; YES ; X: NO | THIS IS OFFICIAL ELECTION MAIL ; YES ; X: NO | LETTER-SIZE OR PLAT MAILPIECE CONTAINS DVD/CD OR OTHER DISK.

----- POSTAGE -----	----- POSTAGE -----	----- POSTAGE -----	----- POSTAGE -----
PARTS COMPLETED (SELECT ALL THAT APPLY)	X: A ; X: B ; X: C ; D ; E ; F ; G ; H ; I ; J ; K ; L ; M ; N ; S ; NSA		
(1)		SUBTOTAL POSTAGE (ADD PARTS TOTALS)	2,810.25
(2)	PRICE AT WHICH POSTAGE AFFIXED COMPLETE IF THE MAILING INCLUDES PIECES BEARING METERED/PC POSTAGE OR PRECANCELED STAMPS	PCS. X	= POSTAGE AFFIXED
(3)	INCENTIVE/DISCOUNT	PLAT DOLLAR AMOUNT	
(4)	FEE	PLAT DOLLAR AMOUNT	
(5)	PERMIT # 724	NET POSTAGE DUE (LINE 1 +/- LINES 2, 3, 4)	2,810.25

----- ADDITIONAL POSTAGE PAYMENT (STATE REASON) -----	----- ADDITIONAL POSTAGE PAYMENT (STATE REASON) -----
FOR POSTAGE AFFIXED, ADD ADDITIONAL PAYMENTS TO NET POSTAGE DUE/ FOR PERMIT IMPRINT ADD ADDITIONAL PAYMENT TO TOTAL POSTAGE.	TOTAL ADJUSTED POSTAGE AFFIXED
POSTMASTER: REPORT TOTAL POSTAGE IN AIC 130 (PERMIT IMPRINT ONLY)	TOTAL ADJUSTED POSTAGE PERMIT IMPRINT
POSTMASTER: REPORT TOTAL POSTAGE IN AIC 208 (SIMPLIFIED ADDRESSING (EDDM), PERMIT IMPRINT ONLY)	TOTAL ADJUSTED POSTAGE SIMPLIFIED ADDRESSING (EDDM)

----- CERTIFICATION -----

INCENTIVE/DISCOUNT CLAIMED: FEE TYPE:

THE MAILER'S SIGNATURE CERTIFIES ACCEPTANCE OF LIABILITY FOR AND AGREEMENT TO PAY ANY REVENUE DEFICIENCIES ASSESSED ON THIS MAILING, SUBJECT TO APPEAL. IF AN AGENT SIGNS THIS FORM, THE AGENT CERTIFIES THAT HE OR SHE IS AUTHORIZED TO SIGN ON BEHALF OF THE MAILER AND THAT THE MAILER IS BOUND BY THE CERTIFICATION AND AGREES TO PAY ANY DEFICIENCIES. IN ADDITION, AGENTS MAY BE LIABLE FOR ANY DEFICIENCIES RESULTING FROM MATTERS WITHIN THEIR RESPONSIBILITY, KNOWLEDGE, OR CONTROL. THE MAILER HEREBY CERTIFIES THAT ALL INFORMATION FURNISHED ON THIS FORM IS ACCURATE, TRUTHFUL, AND COMPLETE; THAT THE MAIL AND THE SUPPORTING DOCUMENTATION COMPLY WITH ALL POSTAL STANDARDS AND THE MAILING QUALIFIES FOR THE PRICES AND FEES CLAIMED; AND THAT THE MAILING DOES NOT CONTAIN ANY MATTER PROHIBITED BY LAW OR POSTAL REGULATION. I UNDERSTAND THAT ANYONE WHO FURNISHES FALSE OR MISLEADING INFORMATION ON THIS FORM OR WHO OMTS INFORMATION REQUESTED ON THIS FORM MAY BE SUBJECT TO CRIMINAL AND/OR CIVIL PENALTIES, INCLUDING FINES AND IMPRISONMENT.

PRIVACY NOTICE: FOR INFORMATION REGARDING OUR PRIVACY POLICY VISIT WWW.USPS.COM.

SIGNATURE OF MAILER OR AGENT: PRINTED NAME OF MAILER OR AGENT SIGNING FOR: DATA MANAGEMENT\RON EALL; TELEPHONE: (321) 725-8081

----- USPS USE ONLY -----	----- USPS USE ONLY -----	----- USPS USE ONLY -----	----- USPS USE ONLY -----
WEIGHT OF A SINGLE PIECE	PODND	ARE POSTAGE FIGURES AT LEFT ADJUSTED FROM MAILER'S ENTRIES? IF "YES" STATE REASON:	YES ; NO
TOTAL PIECES	TOTAL WEIGHT		
TOTAL POSTAGE			

PRESORT VERIFICATION PERFORMED? (IF REQUIRED): YES ; NO ; ROUND STAMP (ISSUED) ; PAYMENT DATE

I CERTIFY THAT THIS MAILING HAS BEEN INSPECTED FOR EACH ITEM BELOW IF REQUIRED:

(1) ELIGIBILITY FOR POSTAGE PRICES CLAIMED; (2) PROPER PREPARATION (AND PRESORT WHERE REQUIRED); (3) PROPER COMPLETION OF POSTAGE STATEMENT; (4) PAYMENT OF ANNUAL FEE; AND (5) SUFFICIENT FUNDS ON DEPOSIT (IF REQUIRED)

USPS EMPLOYEE'S SIGNATURE: PRINT USPS EMPLOYER'S NAME: TIME AM ; PM ; DATE MAILER NOTIFIED ; CONTACT ; BY (INITIALS)

PS FORM 3802-B, JANUARY 2014  
FACSIMILE, MAILSTREAM PLUS R08.2K00 THIS FORM AND MAILING STANDARDS ARE AVAILABLE ON POSTAL EXPLORER AT PR.USPS.COM

ALL ENTRY-POINTS, ALL BATCHES, PICK-UP: 001, ALL PRESORT GROUPS

MTN 16337 A1

USPS

UNITED STATES POSTAL SERVICE  
POSTAGE STATEMENT -- STANDARD MAIL

POST OFFICE: NOTE MAIL ARRIVAL DATE & TIME  
(DO NOT ROUND-STAMP)

***** MAILER *****		***** MAILING *****	
PERMIT HOLDER'S NAME AND ADDRESS AND EMAIL ADDRESS	TELEPHONE : (321) 725-8081	NAME AND ADDRESS OF MAILING AGENT (IF ANY)	TELEPHONE : (321) 725-8081
DATA MANAGEMENT	1225 JORDAN BLVD	MTR ADVERTISING INC	1355 S PATRICK DRIVE
MALABAR FL 32950-4524		SATELLITE BEACH FL 32937	
CAPS CUST. REF. NO. 16337			
CRID		CRID	
***** MAILING *****		***** MAILING *****	
POST OFFICE OF MAILING	MELBOURNE FL 32901	POST OFFICE OF MAILING	MELBOURNE FL 32901

JAN 19 2014

TYPE OF POSTAGE	PROCESSING CATEGORY	WEIGHT OF A SINGLE PIECE	COMBINED MAILING	TOTAL PIECES	NO. AND TYPE OF CONTAINERS
X PERMIT IMPRINT	X LETTERS	.0419 POUNDS	MIXED CLASS	15,555	SACKS
PRECANCELLED STAMP	PLATS		SINGLE CLASS		31 1 FT LETTER TRAYS
METERED	MARKETING PARCELS				53 2 FT LETTER TRAYS
	PARCELS-MACHINABLE				EMX LETTER TRAYS
	PARCELS-IRREGULAR				PLAT TRAYS
	CHK				BALLETTS
	CATALOGS				OTHER
PERMIT # 724				TOTAL WEIGHT	
				651.7545	

FOR AUTOMATION PIECES, ENTER	FOR CARRIER ROUTE PIECES, ENTER	FOR CARRIER ROUTE PIECES, ENTER	FOR PIECES BEARING A SIMPLIFIED DATE OF ADDRESS MATCHING AND	DATE OF ADDRESS MATCHING AND	SEQUENCING	STATISTICS FILE OR ALTERNATIVE METHOD
6/16/2014	6/16/2014	6/16/2014				

MOVE UPDATE METHOD:	ANCILLARY SERVICE ENDORSEMENT	NCOLINK	ACS	ALTERNATIVE METHOD	N/A ALTERNATIVE ADDRESS FORMAT	MULTIPLE	ONECODE ACS
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THIS IS A POLITICAL MAILING : YES :X:NO | THIS IS OFFICIAL ELECTION MAIL : YES :X:NO | LETTER-SIZE OR PLAT MAILPIECE CONTAINS BVD/CD OR OTHER DISK.

***** POSTAGE PARTS COMPLETED (SELECT ALL THAT APPLY) *****	
(1)	SUBTOTAL POSTAGE (ADD PARTS TOTALS) : 3,594.08
(2)	PRICE AT WHICH POSTAGE APPLIED COMPLETE IF THE MAILING INCLUDES PIECES BEARING METERED/PC POSTAGE OR PRECANCELED STAMPS. : CORRECT : LOWEST : NEITHER (CHECK ONE) : PCS. X
(3)	INCENTIVE/DISCOUNT PLAT DOLLAR AMOUNT
(4)	FEE PLAT DOLLAR AMOUNT
(5)	PERMIT # 724 NET POSTAGE DUE (LINE 1 +/- LINES 2, 3, 4) : 3,594.08

***** USPS USE ONLY *****	***** USPS USE ONLY *****
ADDITIONAL POSTAGE PAYMENT (STATE REASON)	FOR POSTAGE APPLIED, ADD ADDITIONAL PAYMENTS TO NET POSTAGE DUE; FOR PERMIT IMPRINT ADD ADDITIONAL PAYMENT TO TOTAL POSTAGE.
	TOTAL ADJUSTED POSTAGE APPLIED
POSTMASTER: REPORT TOTAL POSTAGE IN AIC 130 (PERMIT IMPRINT ONLY)	TOTAL ADJUSTED POSTAGE PERMIT IMPRINT
POSTMASTER: REPORT TOTAL POSTAGE IN AIC 208 (SIMPLIFIED ADDRESSING (EODM), PERMIT IMPRINT ONLY)	TOTAL ADJUSTED POSTAGE SIMPLIFIED ADDRESSING (EODM)

CERTIFICATION INCENTIVE/DISCOUNT CLAIMED: FEE TYPE: THE MAILER'S SIGNATURE CERTIFIES ACCEPTANCE OF LIABILITY FOR AND AGREEMENT TO PAY ANY REVENUE DEFICIENCIES ASSESSED ON THIS MAILING, SUBJECT TO APPEAL. IF AN AGENT SIGNS THIS FORM, THE AGENT CERTIFIES THAT HE OR SHE IS AUTHORIZED TO SIGN ON BEHALF OF THE MAILER AND THAT THE MAILER IS BOUND BY THE CERTIFICATION AND AGREES TO PAY ANY DEFICIENCIES. IF ADDITION, AGENTS MAY BE LIABLE FOR ANY DEFICIENCIES RESULTING FROM MATTERS WITHIN THEIR RESPONSIBILITY, KNOWLEDGE, OR CONTROL. THE MAILER HEREBY CERTIFIES THAT ALL INFORMATION FURNISHED ON THIS FORM IS ACCURATE, TRUTHFUL, AND COMPLETE; THAT THE MAIL AND THE SUPPORTING DOCUMENTATION COMPLY WITH ALL POSTAL STANDARDS AND THE MAILING QUALIFIES FOR THE PRICES AND FEES CLAIMED; AND THAT THE MAILING DOES NOT CONTAIN ANY MATTER PROHIBITED BY LAW OR POSTAL REGULATION. I UNDERSTAND THAT ANYONE WHO FURNISHES FALSE OR MISLEADING INFORMATION ON THIS FORM OR WHO OBTAINS INFORMATION REQUESTED ON THIS FORM MAY BE SUBJECT TO CRIMINAL AND/OR CIVIL PENALTIES, INCLUDING FINES AND IMPRISONMENT.

PRIVACY NOTICE: FOR INFORMATION REGARDING OUR PRIVACY POLICY VISIT WWW.USPS.COM.

SIGNATURE OF MAILER OR AGENT	PRINTED NAME OF MAILER OR AGENT SIGNING FORM	TELEPHONE
	DATA MANAGEMENT/IRON BALL	(321) 725-8081
***** USPS USE ONLY *****	ARE POSTAGE FIGURES AT LEFT ADJUSTED FROM MAILER'S ENTRIES? IF 'YES' STATE REASON:	YES : NO

TOTAL PIECES	TOTAL WEIGHT
TOTAL POSTAGE	

PRESORT VERIFICATION PERFORMED? (IF REQUIRED)	ROUND STAMP (REQUIRED)	PAYMENT DATE
YES : NO		

I CERTIFY THAT THIS MAILING HAS BEEN INSPECTED FOR EACH ITEM BELOW IF REQUIRED:	DATE MAILER NOTIFIED	CONTACT	BY (INITIALS)
(1) ELIGIBILITY FOR POSTAGE PRICES CLAIMED;			
(2) PROPER PREPARATION (AND PRESORT WHERE REQUIRED);			
(3) PROPER COMPLETION OF POSTAGE STATEMENT;			
(4) PAYMENT OF ANNUAL FEE AND			
(5) SUFFICIENT FUNDS ON DEPOSIT (IF REQUIRED)			
USPS EMPLOYER'S SIGNATURE	PRINT USPS EMPLOYEE'S NAME	TIME	AM
			PM

8-5-2014

Exhibit 3

Dear Public Service Commission Utilities

I Tri cont Account 006 I Told The Notify Comp. Meter I with my Me So The Com Electric Me Utilites on me that tha on 6-2012 a New El Charge on me \$400.00 old Meter : New Me Let me te Not Get a Increase I have Ca a TREE Going and Thair i Nabors propo and needs



Division of Florida Public Service Safety and Consumer Assistance  
8540 Shumard Oak Boulevard  
Tallahassee FL 32399-8153

Meter  
The  
Public  
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years  
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2

Ex No. 3

8-5-2014

### Exhibit 3

Dear Public Service Commission

I Tri contacting Florida Public Utilities  
Account 00670604 Aaron K Ellison

I Told The Electric company and  
Notify company that my Electric  
Meter I was Having problems  
with my Meter and need Repair Meter  
So The company did not Repair Fix The

Electric Meter I contact Florida Public  
Utilities on 1-24-2011 and Company Told  
me that their is no problem with Meter

on 6-2012 Florida Public Utilities Install

a New Electric Meter I was over

charge on my Electric Bill and owe  
me \$400.00 and want it Back

old Meter Information - meter # 6863 M

New Meter # 27030 M

Let me tell you that They should  
Not Get a Application for Rate

Increase. for The Last two years

I have Call FLORIDA PUBLIC ABOUT

a TREE Going to Fall on Power lines

and Their is a Old Power pole on my

Nabors property that is Falling Down

and needs to Be replace



Mr. Aaron Ellison  
1299 Hwy. 73  
Marianna, FL 32448

How dare Florida Public Utilities  
Get away with over charge it  
customers For Electric Services  
Lets Talk About following Charges

Amount Includes Customer charge \$12.00

Base Energy Per kWh 0.02058

PPA Per kWh 0.09740

Florida Gross Receipts Tax

Jackson County Franchise Fee

I pay jus IN Fees & charges \$20 to \$25

do you think this is fair I think

this is a Big Rip off I am sending

you my current Bill From 6-11/2014

to 8/11/2014 Let me tell you That

Served my Country in AFGHANISTAN

& Kuwait WAR VETERAN I put my

ASS on the line for you win you put

GASS in Car Think of me

How Dair you Let UTILITIES

Rip US Off Aaron Ellison VETERAN

1299 Hwy 73 South

Marianna FL 32448

FPU PRODUCTION ENVIRONMENT(FPUFILES) 060510

Ledger Information Report

Account # 67060-4 AARON K ELLISON

Bill Date	Type	Amount	Balance
Service Address	1299 HIGHWAY 73		
<del>Budget Information</del>		<del>80.00</del>	<del>80.00</del>
<del>8/19/2011</del>	<del>CHG</del>	<del>119.91</del>	<del>457.59</del>
8/04/2011	PAY	80.00CR	337.68
<del>7/21/2011</del>	<del>CHG</del>	<del>109.81</del>	<del>417.68</del>
7/05/2011	PAY	80.00CR	307.87
<del>6/31/2011</del>	<del>CHG</del>	<del>117.33</del>	<del>387.87</del>
6/03/2011	PAY	80.00CR	270.54
<del>5/20/2011</del>	<del>CHG</del>	<del>98.96</del>	<del>350.54</del>
5/05/2011	PAY	80.00CR	251.58
<del>4/21/2011</del>	<del>CHG</del>	<del>79.42</del>	<del>331.58</del>
4/04/2011	PAY	80.00CR	252.16
<del>3/23/2011</del>	<del>CHG</del>	<del>72.74</del>	<del>332.16</del>
3/04/2011	PAY	80.00CR	259.42
<del>2/22/2011</del>	<del>CHG</del>	<del>173.27</del>	<del>339.42</del>
2/04/2011	PAY	80.00CR	166.15
<del>1/24/2011</del>	<del>CHG</del>	<del>200.14</del>	<del>246.15</del>
1/04/2011	PAY	80.00CR	46.01
12/22/2010	AAR	.00	126.01
12/22/2010	CHG	143.31	126.01
12/07/2010	PAY	80.00CR	17.30CR
11/22/2010	CHG	65.12	62.70
11/19/2010	AAR	.00	2.42CR
11/05/2010	PAY	80.00CR	2.42CR
10/22/2010	CHG	64.52	77.58
10/06/2010	PAY	80.00CR	13.06
9/23/2010	CHG	93.06	93.06
9/07/2010	PAY	137.70CR	.00
8/24/2010	CHG	137.70	137.70
8/05/2010	PAY	61.79CR	.00
7/23/2010	CHG	61.79	61.79
7/06/2010	PAY	37.79CR	.00
6/23/2010	CHG	37.79	37.79
6/07/2010	PAY	40.22CR	.00
5/19/2010	CHG	40.22	40.22
5/06/2010	PAY	38.85CR	.00
4/20/2010	CHG	38.85	38.85
4/02/2010	PAY	69.68CR	.00
3/18/2010	CHG	69.68	69.68
3/04/2010	EAP	65.28CR	.00
2/17/2010	CHG	65.28	65.28
2/03/2010	PAY	138.59CR	.00
1/20/2010	CHG	138.59	138.59

Ledger Information (LED) - 67060 - PRODUCTION ENVIRONMENT (FPUF...)

File Edit Functions Go Path Help

Path: Account # 67060 4 ELLISON, AARON K

Ledger Info | Aging Display | Legacy |

Customer # \_\_\_\_\_ Display Budget \$  Yes  No

Premises # \_\_\_\_\_ Bill Date 11/17

Bill Date	Type	Amount	Balance	Transaction #
Customer AARON K ELLISON				
Service Address 1299 HIGHWAY 73 MARIANNA, FL				
Budget Information		120.00	120.00	
11/23/2011	CHG	39.86	333.51	54189589
11/04/2011	PAY	120.00CR	293.65	53959014
10/24/2011	CHG	60.44	413.65	53762263
10/04/2011	PAY	120.00CR	353.21	53499681
9/20/2011	CHG	95.62	473.21	53277076

Refresh Select

Current	23 - 60	61 - 90	Over 90
39.86	60.44	95.62	137.59
Aged Total		Unposted \$	Adjustments
333.51		120.00CR	.00
			Balance
			213.51

OK Cancel

FPU PRODUCTION ENVIRONMENT (FPUFILES)  
 Receipt # - MPC1/0000520  
 Transaction ID # - 54369947  
 12/02/2011 11:33 am

ELLISON, AARON K  
 1299 HWY 73 SOUTH  
 MARIANNA FL 32448

Account # 67060-4

Budget Payment  
 Budget Due \$120.00  
 Electric \$120.00  
 Budget Balance \$ .00

A/R Balance \$213.51

Method of Payment  
 Check \$120.00

FPU PRODUCTION ENVIRONMENT(FPUFILES)  
Receipt # - MSAC3/0000340  
Transaction ID # - 51341790  
5/04/2011 10:36 am

ELLISON, AARON K  
1299 HWY 73 SOUTH  
MARIANNA FL 32448

Account # 67060-4

Budget Pat  
Budget Due \$80.00  
Credits \$41.00  
Budget Bal. \$ .00  
Amount \$121.58

Pay Method  
Check \$80.00  
Tendered Amount \$80.00  
Pmt Amt \$80.00  
Charge \$ .00

Need to pay your bill? For a  
small fee, call 1-866-866-8666  
866-957-2948.



Account #: 0067060-4  
 Service Period: 05/09-06/11  
 Route: 001245

Page: Page 1 of 1  
 Billing Date: 06/20/2012

Service Location:

Florida Public Utilities  
 P.O. Box 7005  
 Marianna, FL 32447-7005  
 Customer Care: (850) 526-6800  
 Blountstown/Bristol: (850) 674-4748  
 1-800-427-7712  
 www.fpuc.com

Previous Account Balance	Less Payments	Past Due Or Credit Balance	Current Charges
\$54.14	\$54.14CR	\$0.00	\$218.74

Meter Information - meter # 6863M

Current Reading		0004623
Previous Reading	-	0003082
KWH Used	=	1541
Multiplying Factor	X	1
Total KWH Used	=	1,541.00
KW Used		

Energy Usage	Last Year	This Year
KWH This Month	704	1541
KWH/Day	23	47
Service Days	30	33

**\*\*Amount Includes the following charges\*\***

Customer Charge	12.00
Base Energy per Kwh	0.02073
PPA per KWH	0.09854
PPA per KWH over 1000 KWH	0.10854

I apply if amount due is not paid by due date.

due immediately if disconnect dates.

contracts is 18%.

FPU PRODUCTION ENVIRONMENT(FPUFILES)  
 Receipt # - MSAC3/0000340  
 Transaction ID # - 51341790  
 5/04/2011 10:36 am

ELLISON, AARON K 201.20  
 1299 HWY 73 SOUTH 5.47  
 MARIANNA FL 32448 12.07  
**218.74**  
**\$218.74**

Account # 67060-4

Budget Pmt  
 Budget Fee \$80.00  
 Budget Fee 00  
 Budget Fee \$ 00

Pat Pmt \$25.56

Pat Pmt  
 Check \$50.00  
 Tendered \$50.00  
 Pat Amt \$30.00  
 Change \$ .00

Need help? For a small fee, call 866-957-2948.



Florida Public Utilities  
 P.O. Box 7005  
 Marianna, FL 32447-7005  
 Address Service Requested

913 000003165

Route: 001245

AARON K ELLISON  
 1299 HIGHWAY 73  
 MARIANNA FL 32448-5054

To ensure proper credit: Please return this portion with payment, make check / money order payable to FPU and indicate account number.

Current Charges Due On: 07/10/2012

Account Number: 0067060-4

Amount Due: \$218.74

Check Number: \_\_\_\_\_

Amount Enclosed: \_\_\_\_\_

Please check box to indicate address / phone changes and EFT enrollment on the reverse side.



Florida Public Utilities  
 P.O. Box 7005  
 Marianna, FL 32447-7005



Florida Public Utilities  
P.O. Box 610  
Marianna, FL 32447-0610  
Customer Care: 1-800-427-7712  
Blountstown/Bristol: (850) 674-4748  
www.fpuc.com

Account #: 0067060-4  
Service Period: 06/17-07/18  
Route: 001245

Page: Page 1 of 1  
Billing Date: 07/23/2014

Service Location:  
AARON K ELLISON  
1299 HIGHWAY 73  
MARIANNA, FL 32448-5054

Previous Account Balance	Less Payments	Past Due Or Credit Balance	Current Charges	Current Charges Due On	Total NOW Due
\$82.05	\$82.05CR	\$0.00	\$78.83	08/12/2014	\$78.83

\* A Late Payment Fee will apply if amount due is greater than \$5.00 and is not paid by due date.

\* Past due balances are due immediately and subject to previous disconnect dates.

\* The APR for installment contracts is 18%.

**Meter Information** - meter # 27030M

Current Reading		0008166
Previous Reading	-	0007653
KWH Used	=	513
Multiplying Factor	X	1
Total KWH Used	=	513.00
KW Used		

**Current Account Activity**

Billing For	RS MRE21	
Electric Service Amount**		72.51
Florida Gross Receipts Tax		1.97
Jackson County Franchise Fee		4.35
<b>TOTAL CURRENT ELECTRIC CHARGES</b>		<b>78.83</b>
<b>Total Current Charges</b>		<b>\$78.83</b>

**Energy Usage**

	Last Year	This Year
KWH This Month	444	513
KWH/Day	15	17
Service Days	29	31

**\*\*Amount Includes the following charges\*\***

Customer Charge	12.00
Base Energy per Kwh	0.02058
PPA per KWH	0.09740

FPU celebrates 90 years of Energy Excellence | Visit FPUC.com/about for more information.



Florida Public Utilities  
 P.O. Box 610  
 Marianna, FL 32447-0610  
 Customer Care: 1-800-427-7712  
 Blountstown/Bristol: (850) 674-4748  
 www.fpuc.com

Account #: 0067060-4  
 Service Period: 04/17-05/16  
 Route: 001245

Page: Page 1 of 1  
 Billing Date: 05/22/2014

Service Location:  
 AARON K ELLISON  
 1299 HIGHWAY 73  
 MARIANNA, FL 32448-5054

Previous Account Balance	Less Payments	Past Due Or Credit Balance	Current Charges	Current Charges Due On	Total NOW Due
\$37.92	\$37.92CR	\$0.00	\$53.46	06/11/2014	\$53.46

\* A Late Payment Fee will apply if amount due is greater than \$5.00 and is not paid by due date.

\* Past due balances are due immediately and subject to previous disconnect dates.

\* The APR for installment contracts is 18%.

**Meter Information** - meter # 27030M

Current Reading		0007115
Previous Reading	-	0006800
KWH Used	=	315
Multiplying Factor	X	1
Total KWH Used	=	315.00
KW Used		

Energy Usage	Last Year	This Year
KWH This Month	326	315
KWH/Day	10	11
Service Days	33	29

**\*\*Amount Includes the following charges\*\***

Customer Charge	12.00
Base Energy per Kwh	0.02058
PPA per KWH	0.09740

**Current Account Activity**

Billing For	RS MRE21	
Electric Service Amount**		49.17
Florida Gross Receipts Tax		1.34
Jackson County Franchise Fee		2.95
<b>TOTAL CURRENT ELECTRIC CHARGES</b>		<b>53.46</b>
<b>Total Current Charges</b>		<b>\$53.46</b>

Hurricane season starts June 1st| Visit FPUC.com for storm safety tips & more info



# BOARD of COUNTY COMMISSIONERS

Phone (850) 482-9633  
Fax (850) 482-9643  
www.jacksoncountyfl.com

September 27, 2010

Mr. Aaron Ellison  
1299 Highway 73  
Marianna, Florida 32448-5054

Dear Mr. Ellison:

First let me thank you for the commitment that y  
Our county is very thankful and proud of our vet  
protection of friends and families and homeland.

During the campaign, I recommended to the Jack  
consider reducing the utility franchise fee, which  
by 50%. Unfortunately, the Board did not suppor

On your behalf, I have also had staff contact Floric  
your meter to ensure it is metering properly, I hav  
conservation survey of your residence.

Many of our residents are experiencing high energ  
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Another program that you and your home might qu  
Edwards of Tri-County Community Council, Inc., is t  
that will help conserve energy. Some of these servi  
windows and doors, weatherstripping and replacen  
and/or air conditioners.

It is my hope that you will accept my apology for an  
allow our programs and people within our existing o

Thank you for writing to me to express your opinion

Sincerely,

  
Jeremy D. Branch  
Chairman

Willie Spires  
District 1

Edward E. Crutchfield  
District 2

Commis  
Chuck L  
Distric

Ted Lakey, Coun

3413

Aaron ELLISON  
1299 HWY 73 SOUTH  
Marianna FL 32448

Florida Public Service





## BOARD of COUNTY COMMISSIONERS

EPA 3

Phone (850) 482-9633  
Fax (850) 482-9643  
www.jacksoncountyfl.com

Administration  
2864 Madison Street  
Marianna, Florida 32448-4021

September 27, 2010

Mr. Aaron Ellison  
1299 Highway 73  
Marianna, Florida 32448-5054

Dear Mr. Ellison:

First let me thank you for the commitment that you have made to our country, serving in the Gulf War. Our county is very thankful and proud of our veterans who have served in our military to ensure the protection of friends and families and homeland.

During the campaign, I recommended to the Jackson County Board of County Commissioners, they consider reducing the utility franchise fee, which is collected by the County from the utility companies, by 50%. Unfortunately, the Board did not support that effort, and voted the recommendation down.

On your behalf, I have also had staff contact Florida Public Utilities, and requested not only a test on your meter to ensure it is metering properly, I have also asked that Mr. Mason Brock, perform an energy conservation survey of your residence.

Many of our residents are experiencing high energy costs. We have a number of programs available through a number of agencies that may be of use to you. The Senior Citizens program, under the direction of Ms. Abbie Burdeshaw (482-5028), can provide some financial assistance with your electric payment. The program is based upon income.

Another program that you and your home might qualify for is Weatherization Assistance. Ms. Carol Eclwards of Tri-County Community Council, Inc., is the contact person and can often provide services that will help conserve energy. Some of these services includes, insulating walls and attics, repairing windows and doors, weatherstripping and replacement of inefficient energy users such as refrigerators and/or air conditioners.

It is my hope that you will accept my apology for any misunderstanding of my proposal, and that you will allow our programs and people within our existing organizations to assist, if they can.

Thank you for writing to me to express your opinion and concerns.

Sincerely,

  
Jeremy D. Branch  
Chairman

Willie Spires  
District 1

Edward E. Crutchfield  
District 2

Commissioners

Chuck Lockey  
District 3

Jeremy Branch  
District 4

Kenneth Stephens  
District 5

Ted Lakey, County Administrator

Comments for the Public Record to The Public Service Commission on FPU  
C. Chadwick Taylor  
P. O. Box 315, Greenwood, Florida 32443  
[cct@phonl.com](mailto:cct@phonl.com), 850/526-0176

Good Afternoon:

My name is Chad Taylor, I live in Marianna, Florida and manage land mostly west of Greenwood, Florida, both in the FPU service area.

At the outset, let me say what I want you to hear and then say it again. Our electric service on the north side of Marianna has been more unreliable in the last six months than any other time since I have been a customer of FPU since 1980. That is in the last six months more unreliable than since 1980.

Having said that, let me say this, to quote Robin Williams, from Good Will Hunting, "its not their fault, its not their fault". Having several metered accounts with FPU now more than thirty some years and working in the construction business I find their lineman, service reps, managers, our historical experience to be good and friendly. Some I can almost call friends having seen them so many times through the years.

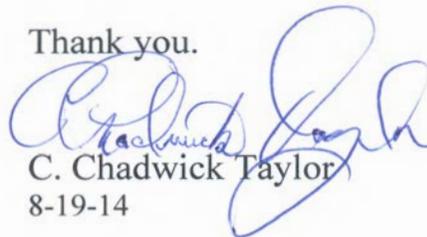
I voted for the City of Marianna to exercise their franchise options for just these very reasons; I expected rate increases and service problems after the sale of this company to Chesapeake Energy Corporation. It happened sooner than I thought but here we are.

In all honesty I can't expect much coming here today, it's the American way, buyouts, consolidate the profits, cut the services. Being in construction I notice the new investments in infrastructure, light poles, etc. but I also notice when you can't keep a digital clock running because of service interruptions that could average weekly or more.

So if you're going to approve the rate hikes, require some service hikes. I don't think that is too much to ask. And I want to repeat, "it's not their fault" and I hope what has happened to us doesn't happen to them.

Affirm Office of Public  
Counsel comments, CCT  
and other public comments!

Thank you.

  
C. Chadwick Taylor  
8-19-14