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Doc #: 150185-EI

Responding to the PSC regarding the complaint made by Alvarez, Buechler, and Silvestri and the PSC response to date

Date: Sept. 24, 2015

Back in 1992 while employed as a FF and Paramedic with the Miami Beach FD I decided to go to school in my days off and finish my education degree which would allow me to student teach. One requirement was to take a course in Environmental Science. I extensively researched and wrote a paper on peak oil called the "The End of Oil". I concluded in the paper that we would approach peak oil (demand exceeds supply) sometime between 2020 and 2030. Climate change was not considered or mentioned in my paper. Several other negative environmental impacts were noted.. I concluded saying "We are sawing the branch on which we are sitting if we continue to rely mainly on fossil fuels for our energy".

I became aware of Climate Change (Global warming) 8 years ago when as a Miami Beach Firefighter I was called to flooded homes and streets during King Tide- high tide and full moon events. These were in the vicinity of 10th and Alton, 20th and Purdy, and 60th and Alton. The Beach has spent several million putting in clapper valves which shut off the storm drains when the water rises to street level and several huge pumps which pump the ocean water back into the bay.

Obviously this is only a temporary fix.

We are now beginning to scrap the bottom of the oil barrel. Currently OPEC nations are overproducing to put fracking operations out of business which if you read the professional oil and gas journals they are doing big time. There will be very few fracking operations left by the end of 2016 thus all more the need to quickly transition to clean renewable energy sources.

Which leads to these questions:

Why is FPL ending the Solar panel rebate program? What is the cost/watt including land, installation, panel and mounting materials and maintenance when FPL builds a solar panel electric generating station.

Why was the solar rebate process never made fairer, more simple, and equal?

FPL did the right thing after the first Solar Rebate Program. I was making and pouring a cup of coffee at 22 minutes after the hour to improve my alertness and typing speed (I typed 50-60 words a minute in HS) but my speed is about half that now. When I sat down at the computer at 8:25 the system was already open and as I started the process the system shut down. I called to asked what was happening with the early start and I was advised while on the phone the system was back up put it was to late for a successful entry.

Even more frustrating was the second Residential PV Rebate Program. I attacked the first page and immediately went to the second page and quickly filled it out and then when trying to go to the 3rd page a screen came up asking me to type shown numbers and letters (there was no such screen barrier between pages 1 and 2). This is when my screen froze (refreshing, retyping the numbers and letters, requesting new numbers and letters unsuccessfully) none of which unfroze my screen. I compare it to a 110 yard hurdle race where my lane had a 10 foot

wall instead of a hurdle while other lanes had no walls and were able to clear the hurdles and finish far ahead of me. The way FPL ran the rebate program was unprofessional and unfair. We could have all submitted online before the deadline and each valid submission could have been given a number based on order received (1,2,3 ...). Throw all the numbers in a rolling barrel and after the deadline have numbers drawn out of the barrel until all the money is dispensed.

Here are some other ways in which this program is unfair and questions regarding your rebate process?

- How is someone with a disability such as wavering hands from a stroke or Parkinson's supposed to be competitive in a typing contest?
- What if I am a Vet who has lost my eye site or arms in combat?
- What if I have macular degeneration or blindness?
- Why is there no ban on contractors submitting with multiple people for one client?

According to Kenneth A. Hoffman, FPL V-President of Regulatory Affairs there were 1,285 computer users accessing the solar rebate webpage on behalf of 751 FPL. As a matter of fairness FPL should have disqualified any customers who using more than one computer or where multiple users from one contractor's IP address are applying for reservations.

- Further unfair practices (such as if I am running a race having several other people running on my behalf is not fair when I and others are running the race solely on our own ability). This is evidenced in VP Kenneth A. Hoffman bullet points stating there were 48 users from one IP address applying for reservations for 25 individual customers, 31 users from one contractor IP address applying for 23 individual customer accounts, and 7 users from a single IP address in the Philippines.

FPL's unprofessional and unfair Solar Panel Rebate programs impacts users in that it requires many to take time off or postpone appointments. This could and should have been a simple and fair process for all.

Sincerely,  
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