

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 160021-EI
PETITION FOR RATE INCREASE BY
FLORIDA POWER & LIGHT COMPANY.

_____ /

DOCKET NO. 160061-EI
PETITION FOR APPROVAL OF
2016-2018 STORM HARDENING
PLAN, BY FLORIDA POWER & LIGHT
COMPANY.

_____ /

DOCKET NO. 160062-EI
2016 DEPRECIATION AND
DISMANTLEMENT STUDY BY FLORIDA
POWER & LIGHT COMPANY.

_____ /

DOCKET NO. 160088-EI
PETITION FOR LIMITED
PROCEEDING TO MODIFY AND
CONTINUE INCENTIVE MECHANISM,
BY FLORIDA POWER & LIGHT
COMPANY

_____ /

PROCEEDINGS: SERVICE HEARING

COMMISSIONERS
PARTICIPATING: CHAIRMAN JULIE I. BROWN
COMMISSIONER LISA POLAK EDGAR
COMMISSIONER ART GRAHAM
COMMISSIONER RONALD A. BRISÉ
COMMISSIONER JIMMY PATRONIS

DATE: Thursday, June 2, 2016

TIME: Commenced at 5:02 p.m.
Concluded at 7:07 p.m.

PLACE: School Board of Lee County
Board Room
Lee County Education Center
2855 Colonial Boulevard
Ft. Myers, Florida 33966

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REPORTED BY: LINDA BOLES, CRR, RPR
Official FPSC Reporter
(850) 413-6734

1 J.R. KELLY, PUBLIC COUNSEL, Office of Public
2 Counsel, c/o the Florida Legislature, 111 W. Madison
3 Street, Room 812, Tallahassee, Florida 32399-1400,
4 appearing on behalf of the Citizens of the State of
5 Florida.

6 PATRICK BRYAN, ESQUIRE, and ERIC SILAGY, 700
7 Universe Boulevard, Juno Beach, Florida 33408-0420
8 appearing on behalf of Florida Power & Light Company.

9 ROBERT SCHEFFEL WRIGHT, Gardner Law Firm, 1300
10 Thomaswood Drive, Tallahassee, Florida 32308, appearing
11 on behalf Florida Retail Federation.

12 KEITH HETRICK, GENERAL COUNSEL, FPSC General
13 Counsel's Office, 2540 Shumard Oak Boulevard,
14 Tallahassee, Florida 32399-0850, appearing on behalf of
15 the Florida Public Service Commission.

16 SUZANNE BROWNLESS, ESQUIRE, FPSC General
17 Counsel's Office, 2540 Shumard Oak Boulevard,
18 Tallahassee, Florida 32399-0850, appearing on behalf of
19 the Florida Public Service Commission Staff.

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P R O C E E D I N G S

1
2 **CHAIRMAN BROWN:** All right. Good afternoon
3 again. My name is Julie Brown, and I have the privilege
4 of being Chairman of the Florida Public Service
5 Commission, and I'd like to welcome you all to this
6 customer service hearing in the Florida Power & Light
7 rate case. I'm very grateful to be here in Fort Myers,
8 my hometown where I was born and raised.

9 And at this time -- we have all the
10 Commissioners here, and I'd like for them to have an
11 opportunity to introduce themselves, starting with my
12 right with Commissioner Brisé.

13 **COMMISSIONER BRISÉ:** Yes. Hello. Good
14 evening. My name is Ronald Brisé, and I have the
15 privilege of serving you as one of the five of us, as
16 you can see, Commissioners. And I am very interested in
17 hearing what you have to say this evening.

18 **COMMISSIONER EDGAR:** Good evening. I'm Lisa
19 Edgar. I am also one of the five Commissioners here
20 today. I look forward to hearing all of your comments
21 as we move through this process.

22 **COMMISSIONER GRAHAM:** Actually I still have
23 the afternoon, so good afternoon. My name is Art
24 Graham, and I'm one of the Commissioners, and ditto to
25 what they all said.

1 **COMMISSIONER PATRONIS:** Good afternoon. My
2 name is Jimmy Patronis, and a beautiful facility out
3 here in Fort Myers. And thank you to the Lee County
4 School District for allowing us to use the facility. I
5 look forward to your comments and participation today.
6 Thank you.

7 **CHAIRMAN BROWN:** Thank you, Commissioners.
8 Staff counsel, would you please read the
9 notice.

10 **MR. HETRICK:** Yes, Madam Chair. By notice
11 issued on May 2nd, 2016, this time and place has been
12 set for a customer service hearing in Docket No.
13 160021-EI, petition for a rate increase by Florida Power
14 & Light Company.

15 **CHAIRMAN BROWN:** Thank you. And at this time
16 we're going to take appearances of counsel, starting
17 with the Office of Public Counsel.

18 **MR. KELLY:** J.R. Kelly and -- excuse me --
19 Tarik Noriega for the Office of Public Counsel. We
20 represent the customers of Florida Power & Light.

21 **MR. BRYAN:** Good evening. Patrick Bryan
22 appearing on behalf of FPL.

23 **MR. WRIGHT:** Good evening, Commissioners.
24 Robert Scheffel Wright representing the Florida Retail
25 Federation. Thank you.

1 **CHAIRMAN BROWN:** Thank you. And PSC general
2 counsel.

3 **MR. HETRICK:** My name is Keith Hetrick, PSC
4 General Counsel.

5 **CHAIRMAN BROWN:** Thank you so much. And now
6 first let me begin by thanking each of you here today
7 for taking the time out of your busy schedules to come
8 here to this important customer service hearing. We are
9 here to hear from you, the customers. That is really
10 the sole purpose of this meeting today, so it's very
11 important. It's designed so that each of you have an
12 opportunity to come up here, tell us your thoughts,
13 concerns, comments about the petitioner's request in
14 this rate proceeding.

15 In the process later on, at the end of August
16 we will have a technical hearing that will go for about
17 two weeks, and during that time, the Commission will
18 take in evidence and other matters in substance of this
19 case.

20 Please note today that we have company
21 representatives in the back. There are company
22 representatives in the back as well as Public Service
23 Commission staff members who are here to discuss other
24 issues with you. And if you have a question
25 specifically for the Public Service Commissioners or the

1 Commission staff while you're speaking, please note that
2 you can save that for after the meeting when we'll have
3 our staff readily available to discuss it with you.

4 At this time I'd like to just go over some of
5 the Public Service Commission staff members who are here
6 from the different divisions. We have from Accounting
7 and Finance, we've got two folks, Cheryl Banks and Bart
8 Fletcher; Economics, we have Elisabeth Draper;
9 Engineering, Laura King; our General Counsel is here as
10 well as Suzanne Brownless, who is the senior attorney on
11 this case. We have our Public Information Officer,
12 Cindy Muir, who you met when you signed in, along with
13 Dick Durbin, who is actually retiring at the end of the
14 year after spending over three decades with the Public
15 Service Commission. We also have our court reporter,
16 Linda Boles, who is here today. And since this is an
17 official hearing that will be transcribed, she's
18 taking -- right now taking all of our comments here and
19 any comments that you give. It will become part of our
20 official record in this proceeding. As such, you will
21 be sworn in later on when you're presenting comments --
22 before you present comments, and please note that your
23 comments will be subject to cross-examination or any of
24 the Commissioners here can ask you a question or the
25 parties as well.

1 At this time, if you could please all turn off
2 your cell phones or mute them or your other electronic
3 devices so as not to interrupt the flow of this
4 proceeding. We really do appreciate the professional
5 nature of these hearings today, and I appreciate you
6 doing that right now. Please be mindful and respectful
7 of your neighbor. Also we really would like you to
8 refrain from any outbursts or clapping or any of that --
9 anything of that nature, and we thank you for that.

10 You may have noticed when you first walked in
11 that there was a sign-up sheet at the front, and if
12 you'd like to speak, you need to sign up. So if you
13 haven't done that yet, please go ahead and do so right
14 now. If you do not want to make verbal comments but
15 you'd rather write something, there is also a comment
16 form that you can write and actually submit it today.
17 You could bring it home, give one to your neighbor, and
18 you can also mail it in to us. And I want you to know
19 that whether your comments are made verbally or in
20 writing, your comments will be reviewed and taken into
21 consideration during the course of our proceedings.

22 And now before we get into the customer
23 comment portion, I'd like to invite the parties, Office
24 of Public Counsel and intervenors, to present brief
25 opening statements in the following order: Florida

1 Power & Light will go first, followed by Office of
2 Public Counsel, and FRF. And the petitioning party,
3 which is Florida Power & Light, has six minutes, and
4 they may reserve a portion of this time to make comments
5 after the other parties have made their statements.
6 Office of Public Counsel also has six minutes, and the
7 remaining intervenor, which is FRF, has two minutes.

8 So at this time, Florida Power & Light, you
9 have the floor.

10 **MR. BRYAN:** Good evening, Madam Chair,
11 Commissioners. Good evening. My name is Patrick Bryan.
12 Again, I'm an attorney for Florida Power & Light
13 Company. I'd like to welcome you here tonight. In a
14 moment you will hear from Eric Silagy, FPL's president
15 and CEO. Eric will explain to you what FPL is asking
16 for in this rate case and why.

17 But before Eric speaks, I just wanted to let
18 you all know that we have several customer service
19 representatives in the building tonight. They are
20 available to meet with you if you have questions or
21 problems about your bill or about your service. They
22 have computers that are hooked up. They can access your
23 account information right away, and they will do their
24 very best to help you tonight while you're here. They
25 are located in Room -- Training Room B, which is out

1 these doors and to your left down the hall. So I would
2 encourage you to take advantage of this opportunity. At
3 this time, I'll bring up Eric.

4 **MR. SILAGY:** Good evening, Commissioners.
5 Madam Chair, with your permission, I'd like to address
6 the audience. Thank you.

7 First, I also would add my thanks for all of
8 you for being here this evening and giving us the
9 opportunity to hear directly from you. You know, I'm
10 very proud to be among the 9,000 FPL employees whose
11 mission is to provide you with affordable, reliable, and
12 clean energy each and every day.

13 As you may know, we're a regulated energy
14 company and, as such, we're not allowed to set our own
15 prices. Instead, the Public Service Commission oversees
16 FPL and other essential service providers to ensure that
17 we're providing safe and reliable power to you every
18 day.

19 Earlier this year, we filed a base rate
20 proposal with the PSC covering four years beginning in
21 2017, and as part of that process, we're here tonight to
22 hear from you on the service that we provide to you.

23 As background, the base rate portion of your
24 bill is not the total electric part of the bill, but it
25 is the part that includes most of the costs other than

1 fuel and local fees and taxes that make up your bill.
2 Another way to think about is that base rates pay for
3 actually most of the investments that we've made to
4 improve your service and to keep your costs down over
5 the long term.

6 FPL has been an industry leader, investing for
7 years in high-efficiency natural gas plants that use
8 less fuel and generate cleaner power like our Port
9 Everglades Next Generation Clean Energy Center that
10 opened earlier this year. These smart investments are
11 continuing to pay off today. And, in fact, since
12 2001 we used less energy, produced about 90 percent
13 reduction, I should say, in oil that we used to burn,
14 which has actually prevented 95 million tons of
15 CO2 being released into the atmosphere, and have saved
16 all of our customers over \$8 billion in fuel costs that
17 we would have otherwise gone out and purchased. These
18 clean, more energy efficient plants have also enabled us
19 to lower our bills four times in just the last 18 months
20 primarily because we're using clean-burning,
21 American-made natural gas and we're using it more
22 efficiently. We're very proud of the fact that your
23 service is cleaner and more reliable than ever before
24 and that your typical residential bill is lower today
25 than it was actually a decade ago, and it remains among

1 the lowest in the nation.

2 In fact, according to the latest comparison,
3 America's average monthly electric bill is about \$132 a
4 month, which is about \$40 more a month than the average
5 FPL customer pays at \$92. This performance did not
6 happen by accident. Instead, it's a direct result of
7 our forward-thinking strategy and smart investments that
8 help keep the cost down for all of you over the long
9 term.

10 Since our last base rate request, which was
11 four years ago, we've been investing billions of dollars
12 to meet the growing needs of all of our customers to
13 strengthen and to make our energy grid even more
14 resilient and smarter and to advance clean and more
15 affordable energy and many other things, but most of the
16 cost, most of those billions of dollars that we've
17 invested are not included in the rates that you pay
18 today.

19 So we submitted a proposal to the Public
20 Service Commission to approve a base rate increase
21 phased in over four years totaling \$13.28, or about 44
22 cents a day. That's going to be the impact on the
23 typical residential customer bill. And while nobody
24 enjoys asking their customers for a rate increase, I'm
25 proud of the fact that our request, taken in total when

1 added to the bill, the customer's bill at the end of
2 2020 is still projected to be lower than what you paid
3 in 2006.

4 So let's be specific what -- exactly what the
5 request, our request pays for. Primarily it'll help us
6 continue to improve the reliability and resiliency of
7 our electric grid and to further modernize how we
8 generate power. Our investments in smarter, stronger
9 energy infrastructure are also making your service more
10 reliable and efficient. Today FPL is actually the most
11 reliable energy company in Florida and among the most
12 reliable in America. Our smarter energy grid allows us
13 to identify outages many times before they actually
14 occur, and we're working to actually prevent outages,
15 not just fix them.

16 When an outage does occur, we can respond more
17 quickly now and more efficiently, which saves time as
18 well as money for all of our customers. And we're
19 planning on continuing to make investments in smart grid
20 technology, which will further improve our reliability
21 and service.

22 Second, while we've been very fortunate to not
23 have a hurricane in the past ten years -- knock on some
24 wood -- we have to be prepared and continue to invest in
25 our infrastructure to make sure it is more resilient.

1 That's the only way we can be prepared for more major
2 storms.

3 We're strengthening many of our main power
4 lines that serve critical facilities such as police and
5 fire stations, hospitals, and 911 centers. And by the
6 end of this year, we expect to strengthen every main
7 power line in every community that we serve.

8 **CHAIRMAN BROWN:** Mr. Silagy, your time is up.

9 **MR. SILAGY:** Thank you. May I just close?

10 **CHAIRMAN BROWN:** Yes.

11 **MR. SILAGY:** Thank you.

12 So we're very proud to serve all of you here
13 in Florida. The men and women of FPL strive 24/7 to
14 provide you with clean, affordable, and reliable
15 service. I live here and I raise a family here, and I
16 can tell you that we are committed to doing the best job
17 we can. We're not perfect, we strive to be, but we can
18 always improve. That's why we appreciate you being here
19 today. We appreciate you taking the time to give us
20 your feedback so we can continue to improve, and you
21 have my commitment that all of our employees will
22 continue to strive for excellence each and every day.
23 Thank you.

24 **CHAIRMAN BROWN:** Thank you, Mr. Silagy.

25 Mr. Kelly, you have seven minutes.

1 **MR. KELLY:** Good afternoon or evening. My
2 name is J.R. Kelly. I'm with the Office of Public
3 Counsel. For those of you that are not familiar with
4 our office, we are created by the legislature and we
5 represent all the customers of Florida Power & Light.
6 Not just residential, but the commercial customers, the
7 industrial customers -- excuse me -- customers as well.

8 Why are we here today? We're here today
9 because Florida Power & Light has filed a request for a
10 \$1.3 billion annual increase in your rates to come in
11 over three years: 866 million next year, 262 million
12 starting in 2017, and another 209 million in mid-2019.

13 We have intervened in this -- in the docket.
14 We have seven expert witnesses that are going to be
15 testifying on your behalf, and we're going to contest
16 those areas that we do not feel are reasonable or
17 prudent.

18 I'll let you know right now some of the issues
19 that we've already identified. Number one, excess
20 profit. Florida Power & Light is asking for an
21 11 percent return on equity. That after-tax profit, we
22 believe, is excessive and is not warranted or reasonable
23 based upon both what other utilities have been awarded
24 in Florida and what they are being awarded around the
25 nation. Our expert is currently reviewing this case and

1 we expect he is going to recommend somewhere below 9
2 percent.

3 Now let me put it in perspective: 1 percent,
4 or 100 basis points, to Florida Power & Light equates to
5 \$240 million more per year that you, the ratepayers,
6 will pay. So if go to 11 percent to 9 percent, that's a
7 savings of approximately \$480 million off of what
8 they're asking for.

9 Another issue is capital structure. Capital
10 structure basically is -- the way a company raises money
11 or raises capital is either by selling stock, equity, to
12 shareholders or they borrow money, debt. As a result,
13 basically equity is more expensive than debt. So you
14 would expect a good, prudent utility to have an -- have
15 a good balance of equity and capital -- excuse me --
16 equity and debt so that it costs you, the ratepayers,
17 less.

18 Let's look at this case. FPL's capital
19 expert, who is recommending the 11 percent return on
20 equity, uses a proxy group or a comparable group of
21 utilities to Florida Power & Light. They have an equity
22 ratio of 48 percent. NextEra, who is Florida Power &
23 Light's parent, their consolidated equity of their --
24 excuse me -- equity of their consolidated family is
25 44 percent. However, in this proceeding, FPL is asking

1 for 60 percent equity. Now we believe that that is
2 unreasonable and absurd when you compare it to what
3 their own expert uses as a proxy group, 48 percent, and
4 their own corporate family, 44 percent.

5 To put that in perspective, our expert is
6 going to be recommending a split, 50/50 equity/debt
7 ratio. What does that mean to you, the ratepayers? A
8 reduction in rates of \$359 million per year.

9 Performance adder, another issue. FPL is
10 requesting a bonus adder of .5 percent, or 50 basis
11 points, based upon the fact that they have some of the
12 lowest bills in the state and they're a well-run
13 utility. We're opposing this request.

14 First off, Mr. Silagy mentioned it, FPL is a
15 monopoly. They're protected from competition in their
16 geographic service territory.

17 Second, we believe they should not be rewarded
18 for doing what they and all other utilities are required
19 to do in the state, and that is provide safe, adequate,
20 and reliable service at the least reasonable cost.

21 We've got other areas that we're looking at
22 such as storm hardening expenses, depreciation expense,
23 et cetera, that at this point in time I cannot identify
24 what they may mean in terms of what we will recommend.

25 Let me tell you, though, what this case is not

1 about. This case is not about personalities. Folks, I
2 agree with a lot of things Mr. Silagy said. This is a
3 well-run company, and we commend them for that. They
4 are one of the finest run utilities in this nation. But
5 that's not what this case is about.

6 The law requires Florida Power & Light to
7 prove that what they're asking for is reasonable and
8 prudent, and we're going to challenge all of those areas
9 that we don't believe are reasonable and prudent.

10 Now this is your meeting tonight, folks. It
11 is not the PSC's meeting, it is not my meeting, it's not
12 Florida Power & Light's meeting. This is your customer
13 meeting. Please take advantage of this opportunity.
14 Come up to the podium and tell the Commissioners what
15 you feel about Florida Power & Light: good, bad, quality
16 of service, good, bad, how you feel about the rate
17 increase, it doesn't matter. This is your opportunity.
18 Please use your voice to participate. I look forward to
19 hearing from you. Thank you.

20 **CHAIRMAN BROWN:** Thank you, Mr. Kelly. You
21 were under, and thank you.

22 And now we have Florida Retail Federation,
23 Mr. Schef Wright.

24 **MR. WRIGHT:** Thank you, Madam Chairman and
25 Commissioners.

1 Good evening. My name is Schef Wright. I'm
2 an attorney based in Tallahassee. I've been working in
3 energy for the last 35 and a half years in Florida,
4 including service with Governor Bob Graham's Energy
5 Office and seven years on the Public Service Commission
6 staff.

7 I have the privilege to represent in this case
8 the Florida Retail Federation, which is a statewide
9 organization of more than 8,000 members, including the
10 largest grocery, department stores, pharmacies,
11 electronic stores, and other big name brand stores, and
12 literally thousands of mom and pop business
13 establishments.

14 We, the Retail Federation, work closely with
15 your Public Counsel. We fight for lower rates for all
16 customers because you are our customers. More money in
17 your pocketbooks is more money in your pocketbooks and
18 it's better for Florida's economy. Keep the money here;
19 spend it in Florida.

20 FPL is a well-run company and they have a
21 wonderful fleet of very efficient gas-fired power
22 plants. As Mr. Silagy mentioned, they've benefited
23 greatly and you have benefited greatly from these
24 efficiencies and from the very low prices of natural gas
25 that we've been fortunate to realize over the last six,

1 seven years.

2 FPL's duty is to provide safe, adequate,
3 reliable service at the lowest possible cost, and so
4 this case is about whether FPL needs anymore of your
5 money in order to fulfill this duty. With the
6 11 percent base return on equity and the half percent
7 adder, they're asking for an 11 percent rate of return
8 on their equity investment after taxes. Before taxes,
9 folks, that's 18.7 percent. We believe and we strongly
10 believe the evidence that's produced in this case will
11 show that they don't need anything like a return this
12 high in order to attract the capital they need to make
13 their needed investments and provide adequate service.
14 In fact, their own filings in this case show that FPL
15 with no increase at all next year will make more than
16 \$1.6 billion dollars in profits.

17 We don't -- it's still somewhat early in this
18 case. We're still gathering a lot of information, as
19 Mr. Kelly mentioned. There are a lot of issues.
20 There's depreciation, depreciation reserves, some arcane
21 accounting issues, whether this O&M operation expense is
22 reasonable or not. But we believe strongly that when
23 all the evidence is in, that with a much more reasonable
24 return like 9 percent or less than 9 percent and proper
25 treatment of depreciation, proper treatment of capital

1 structure like the rest of the parent company, as the
2 Public Counsel recommends, a 50/50 split, we believe
3 that the evidence will show that Florida Power & Light
4 can continue to fulfill its duty to provide safe,
5 adequate, reliable service with no increase in rates at
6 all. Thank you very much. I want to echo what
7 Mr. Kelly says. This is y'all's hearings. Tell the
8 Commissioners what you think. Thank you.

9 **CHAIRMAN BROWN:** Thank you. Now we'll move
10 into the customer portion of the public comment period
11 here. We want to give every customer who's here an
12 opportunity to speak. Oh. Sir?

13 **MR. BRYANT:** Thank you, Chairman Brown. At
14 this time I have affidavits of publication from three
15 local newspapers -- the Sun Newspapers, News-Press, and
16 the Naples Daily News -- which demonstrate that FPL met
17 the Commission's public notice requirements in terms of
18 advertising for this quality of service hearing in Fort
19 Myers, and I'll offer those at this time.

20 **CHAIRMAN BROWN:** Thank you. You can deliver
21 them to Ms. Brownless.

22 **MR. BRYANT:** Thank you.

23 **MS. BROWNLESS:** And they will be marked for
24 identification as Exhibit 1.

25 **COMMISSIONER EDGAR:** Two.

1 **CHAIRMAN BROWN:** Thank you. Two -- it's 2.

2 The composite service hearing exhibit is 1.

3 **MS. BROWNLESS:** That's this.

4 (Exhibit 1 marked for identification.)

5 **CHAIRMAN BROWN:** Okay. All right. So now
6 we're getting into the customer portion, which is really
7 why we're here today. And I want to let you know we are
8 here to listen to you. Each customer has an opportunity
9 to speak for three minutes so that as many individuals
10 as possible can do so. There are lights on the podium,
11 which Mr. Durbin is kind of making a -- pointing out
12 right there. Thank you.

13 When the light is yellow, that means that you
14 have about a minute left, so you should be wrapping up.
15 When the light is red, we expect you to stop. And when
16 it's blinking red, you absolutely should stop. Please
17 be considerate of those that are here today so -- and
18 use only your allotted time. We would appreciate that.

19 And we're going to be -- I'm going to swear in
20 all of you at the same time, so I'm going to ask those
21 customers who are here and intend to present testimony
22 today to stand with me and please raise your right hand.

23 Do you swear or affirm that you'll present the
24 truth in this matter?

25 (Collective affirmative responses.)

1 (Witnesses collectively sworn.)

2 Thank you. You may be seated.

3 Just some housekeeping items. You know when
4 you came in, there is a bathroom down the hall. It's
5 down the hall through the doors and to the left. When
6 you come to the microphone, please state your name, your
7 telephone number, your address, and whether you are an
8 FPL customer or not. Your verbal comments are being
9 transcribed, as I said earlier, and they will be part of
10 the official record in this proceeding.

11 The Public Counsel, Mr. Kelly, will be calling
12 up names when it is your turn to speak. He's going to
13 call up two at a time, with the first one being, so to
14 speak, out back and the second one on deck. So,
15 Mr. Kelly, go ahead.

16 **MR. KELLY:** The first speaker is Mr. Robert
17 Anderson, to be followed by Ms. Angie Matthiessen.

18 **MR. ANDERSON:** Well, good evening. Thank you
19 for having us here in the public to actually give us --
20 give us -- for us to give you our opinion.

21 AARP let me know that there was a rate
22 increase on the horizon proposed by Florida Power &
23 Light and NextEra Energy, so I had an opportunity to do
24 some digging as to how the rate increase is done. So
25 from what I understand, rates need to be fair, just, and

1 reasonable, and we heard from the Office of Public
2 Counsel that there's some questions about the fairness
3 and reasonableness of Florida Power & Light asking for
4 \$1.34 billion in a rate increase.

5 I think what that's going to do to us on fixed
6 income is really impact our ability to spend money in
7 stores. That money has got to come from somewhere. We
8 haven't seen an increase in social security over the
9 past two years. As far as return on equity, 9 percent
10 is pretty good. I don't know anybody here that gets
11 9 percent interest on their CDs or bank accounts. It
12 just doesn't happen. The proposed increase will bring
13 their return on equity up to 11 percent. Where do you
14 get 11 percent interest on your savings? I don't know
15 of anyplace right now that you can.

16 This 4.8 million customers, according to the
17 information that was in the Florida Power & Light
18 filing, that are going to be impacted, 10 million users,
19 according to the filing of Florida Power & Light, that
20 will be impacted. My concern would be is if we withdraw
21 \$1.34 billion from peoples' wallets, where's that going
22 to come from? If people are having a hard time making
23 ends meet -- and according to Bloomberg, 50 percent of
24 the people in this country live paycheck to paycheck --
25 that money isn't going to fall from the sky. Salaries

1 are flat. The recession from 2008, people are still
2 recovering. \$1.34 billion is a lot of money.

3 I think Florida Power & Light does a great
4 job, they provide fair -- fair prices at the present
5 time, but a \$1.34 billion increase, I think, is over the
6 top. It just doesn't really appear that they're -- got
7 the justification there for that. Their executives are
8 compensated very, very highly. According to
9 Morningstar, the executives make upwards of \$32 million
10 last year. And I'm getting a red light, so that means
11 I'm gone. Thank you.

12 **CHAIRMAN BROWN:** Thank you, Mr. Anderson.
13 Just a second.

14 Commissioners, any questions for Mr. Anderson?
15 Thank you for your testimony.

16 **MR. KELLY:** Ms. Matthiessen will be followed
17 by Ms. Carrie Blackwell Hussey.

18 **MS. MATTHIESSEN:** Good afternoon. How are you
19 doing? Angie Matthiessen, (941)276-9010, 601 Via Tunis,
20 Punta Gorda, Florida. What else did you need?

21 **CHAIRMAN BROWN:** Whether you're an FPL
22 customer or not.

23 **MS. MATTHEWS:** I am. I'm actually -- that's
24 the reason I'm here to speak on customer service for
25 FPL. I'm a long-term customer, 12 years. I moved here

1 two weeks before Charley and live in PGI, in Punta
2 Gorda, and, of course, want to speak to the incredible
3 service that we received right after Charley. We, of
4 course, were without power and there were several other
5 storms within six weeks, and, you know, that was
6 extremely traumatic. We had just moved here from
7 Atlanta, and so it was -- it was pretty phenomenal to
8 get the power back on and then with all the other storms
9 that followed.

10 But since then honestly I could probably count
11 on my hands maybe twice -- I honestly cannot remember
12 how many times that the power has gone off, but when it
13 has, there's an incredible service, and that speaks to
14 technology as well, but where I can literally call and
15 within a second it identifies my number. It tells me
16 within another few seconds exactly what's happening on
17 my street. And then within -- it says, "We'll call you
18 back and give you an update." And, of course, it calls
19 you back and gives you an update.

20 For me, those kinds of services that are
21 provided are very important, especially when we're
22 talking about potential hurricanes and general customer
23 service, and I think it's important to know that those
24 things are necessary and there's a cost associated. But
25 I just appreciate knowing that I have the ability to

1 call and right away -- my mother-in-law lives with us
2 now, and so knowing that she can easily access that
3 information and then it's going to happen quickly.

4 **CHAIRMAN BROWN:** Thank you, Ms. Matthiessen.
5 Commissioners, any questions?

6 Thank you for your testimony.

7 **MR. KELLY:** Ms. Hussey will be followed by
8 Anne Campbell.

9 **MS. HUSSEY:** Good evening. I'm here today to
10 speak about the way that we interact --

11 **CHAIRMAN BROWN:** Could you speak your full
12 name and address?

13 **MS. HUSSEY:** Oh, certainly. I'm sorry. My
14 name is Carrie Blackwell Hussey. My address is 7920
15 Riverside Drive in Punta Gorda.

16 I work at a nonprofit in Charlotte County, the
17 United Way, and one of the things that we do and that we
18 provide for our community is a grant. It's called the
19 Season of Sharing Grant, and it is available to people
20 that have had unusual economic stresses for whatever
21 reason -- loss of a job, an illness, car accident, that
22 sort of thing -- where they can't pay their bills.

23 Last year, \$117,000, over that actually, went
24 through our office directly to FPL. And the way that
25 FPL interacts with us, it's always incredibly easy and

1 it's friendly. And the lengths that they go to to help
2 these folks, it's absolutely incredible. And we enjoy a
3 terrific partnership with them.

4 And I can't speak to any rate hikes, but I can
5 tell you that the customer service is outstanding and
6 that there is an absolute effort by dedicated staff to
7 help people who are in need.

8 **CHAIRMAN BROWN:** Thank you.

9 Commissioners, any questions?

10 Thank you.

11 **MR. KELLY:** Ms. Campbell will be followed by
12 Marie Springsteen.

13 **MS. CAMPBELL:** Hello. My name is Anne
14 Campbell, and I live at 1209 Sunbury Drive in Fort
15 Myers. And I am here today to speak as -- in favor of
16 the rate proposal as an FPL customer.

17 I've been an FPL customer for 27 years, and
18 I've appreciated the service provided by the company.
19 My husband and I are willing to pay a little more each
20 month to continue to receive the same level of service.

21 When we first moved in our house in 2001, we
22 experienced momentary interruptions on a regular basis,
23 and we had to reset our clocks and whatnot. And then
24 FPL came in over the next year or so and did some tree
25 trimming in the rear easement, and then they also

1 upgraded facilities in the surrounding area, so now we
2 don't have those problems anymore.

3 We also had an outage a few summers ago, and
4 an FPL crew showed up in a timely manner and took care
5 of the outage and restored our service, and we were
6 very, very thankful because it was a hot summer night in
7 Florida, which is not fun.

8 So with rates currently lower than they were
9 ten years ago, we're impressed that FPL can continue to
10 improve reliability and provide increasing levels of
11 service year after year. We understand their need to
12 modernize power plants and upgrade facilities. And with
13 the rising cost of materials and services, we, as FPL
14 customers, appreciate the fact that FPL operates
15 efficiently and effectively and they keep the bill
16 increases to a minimum. So, therefore, we support the
17 small bill increase.

18 **CHAIRMAN BROWN:** Thank you, Ms. Campbell.

19 Any questions?

20 **MR. KELLY:** I have --

21 **MS. CAMPBELL:** I'm sorry.

22 **CHAIRMAN BROWN:** Ms. Campbell, Mr. Kelly has a
23 question for you.

24 **MS. CAMPBELL:** Yes.

25 **MR. KELLY:** Ms. Campbell, I just want to ask,

1 are you or your husband affiliated in any way with
2 Florida Power & Light directly or indirectly?

3 **MS. CAMPBELL:** Not currently, no.

4 **MR. KELLY:** Not currently? You used to be?

5 **MS. CAMPBELL:** Years ago.

6 **MR. KELLY:** Okay. Thank you.

7 **MS. CAMPBELL:** Thank you.

8 **CHAIRMAN BROWN:** All right. Next customer.

9 **MR. KELLY:** Ms. Springsteen will be followed
10 by Gary Griffin.

11 **MS. SPRINGSTEEN:** Ladies and gentlemen, thank
12 you for this opportunity. My name is Marie Springsteen.
13 I'm the corporate secretary and human resource manager
14 of Klocke of America, Incorporated, here in Fort Myers.

15 **CHAIRMAN BROWN:** Can you say that again? I'm
16 sorry.

17 **MS. SPRINGSTEEN:** The whole thing?

18 **CHAIRMAN BROWN:** Yeah. You speak faster than
19 me.

20 **MS. SPRINGSTEEN:** My name is Marie
21 Springsteen. I'm the corporate secretary and human
22 resource manager with Klocke of America here in Fort
23 Myers. We're a manufacturing facility over by the
24 airport.

25 I had a whole other topic to talk about this

1 morning. I am here in favor of FPL's rate increase. In
2 20 -- Hurricane Charley, on August 13th, we were without
3 power. We have two shifts, we have 60 employees, and we
4 did not have power that day. We sent them home. We
5 were fully operational on Monday, the 16th, due to the
6 great effort from FPL in getting power restored in that
7 area.

8 We also know that a rate increase affects our
9 bottom line, but we have a lot of effects to our bottom
10 line on a daily basis. This morning we had a power
11 outage at 6:00 this morning. I had 35 people standing
12 around doing absolutely nothing, and in just -- on a
13 base average salary, I calculated that to be about \$700
14 that we lost in production. That's not including social
15 security, Medicare, any of that. But the power was back
16 on in 40 minutes. However, without reliable power and a
17 reliable grid, every time the power goes down, we lose
18 production, we lose the reliability in getting our
19 product out to our customers. Our customers are
20 national. They don't care if we lost our power. They
21 give us a deadline to get their product out to them.
22 And it's through the efforts of FPL and their great
23 employees and their power grid, they really deserve to
24 have their rate increase considered. They are going to
25 have to add people onto their payroll as well as Florida

1 has an increase in residents moving here, in businesses
2 moving here. The grid needs to be improved and
3 expanded. So Klocke of America is absolutely in favor
4 of you giving them any consideration of their rate
5 increase.

6 **CHAIRMAN BROWN:** Thank you.

7 Commissioners? Public Counsel?

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

9 Ms. Springsteen, does your company do business
10 with Florida Power & Light?

11 **MS. SPRINGSTEEN:** Through our bill?

12 **MR. KELLY:** Okay. Other than -- any other
13 contracts?

14 **MS. SPRINGSTEEN:** No, we're a contract
15 packaging company. We do consumer products, healthcare,
16 medical device.

17 **MR. KELLY:** Okay. Thank you.

18 **CHAIRMAN BROWN:** Thank you.

19 **MS. SPRINGSTEEN:** Thank you.

20 **CHAIRMAN BROWN:** Next customer.

21 **MR. KELLY:** Mr. Griffin will be followed by
22 Michael Collins.

23 **MR. GRIFFIN:** Good evening. My name is Gary
24 Griffin. I live at 970 Aqua Lane here in Fort Myers,
25 and I'm a customer, a residential customer. I actually

1 have multiple residential accounts here in Lee County.
2 I'm also here representing my company, B&I Contractors.
3 I'm the president of B&I Contractors. And we also have
4 multiple commercial accounts throughout the state of
5 Florida and offices around the state of Florida.

6 I'll be speaking mostly from the point of view
7 of my company's interactions with Florida Power & Light.
8 We are a mechanical and electrical contractor. We work
9 throughout the state of Florida providing HVAC and
10 electrical services to commercial, institutional, and
11 industrial customers. We partner with FPL on a regular
12 basis in order to provide our customers with energy
13 savings for their facilities. Because we work
14 throughout the state of Florida, I was able to count off
15 the top of my head six other utilities that we also work
16 in their jurisdictions. I could probably come up with
17 more if I worked at it a little bit.

18 And I just want to share our experience is
19 that Florida Power & Light is an outstanding partner in
20 every way when it comes to helping our customers save
21 electricity. Part of our business plan is to sell our
22 products and services by saving our customers money.
23 Florida Power & Light has a tremendous staff of folks
24 that are there helping us do surveys, providing us
25 information. If I need three years of data on

1 electrical bills for a commercial or institutional
2 customer, I can usually get it very quickly. They also
3 have wonderful incentives in terms of demand-side
4 management, in terms of energy savings, and we utilize
5 those regularly. I think I can say pretty -- if my
6 memory is good enough, this building utilized FPL
7 incentives to put in more efficient air-conditioning
8 systems. So we really put a great value on that.

9 We think FPL is a great partner because they
10 actually step up and they put money towards projects in
11 the form of incentives so that their customers will use
12 less of their product, and that's remarkable. And I can
13 tell you -- I don't want to mention any names -- many
14 utilities do little or nothing. Others do something,
15 but I know of no other utility in the state of Florida
16 that has a more complete package of incentives that
17 encourage customers to reduce their power consumption
18 and their power bill, and I think that's worth
19 considering when you make your decision on this rate
20 increase.

21 **CHAIRMAN BROWN:** Thank you.

22 Commissioners or Mr. Kelly?

23 **MR. KELLY:** It -- I appreciate your testimony.
24 Is B&I Contractors -- y'all are in favor of the rate
25 increase?

1 **MR. GRIFFIN:** I'm not going to speak on the
2 merits of the rate increase. I haven't studied it. I
3 think it deserves full consideration because I know that
4 they invest -- they provide services that other
5 utilities do not, and I know their customers are far
6 more satisfied than customers of other facilities -- or
7 utilities, and I think it's because of the services that
8 they provide.

9 **MR. KELLY:** Okay. Thank you.

10 **CHAIRMAN BROWN:** Thank you, Mr. Griffin.

11 Next customer.

12 **MR. KELLY:** Mr. Collins will be followed by
13 Ms. Stefan -- excuse me -- Stefanie Ink.

14 **MR. COLLINS:** Good afternoon. My name is
15 Michael Collins, (239)834-3664. I live at 2261 Leavitt
16 Road in Alva, Florida, and I am an FP&L customer.

17 I appreciate the opportunity to speak on the
18 behalf of Florida Power & Light today in this open
19 forum. I am a Lee County native, born and raised in
20 Fort Myers, and I've had the opportunity to work with
21 FP&L for many years while living in this year.

22 The topic that I wanted to speak on today is
23 the excellent customer service that FP&L provides to its
24 customers. I have experienced this level of excellence
25 with my personal residential service, the customer

1 service that I received when owning a business in Fort
2 Myers managing over 100 condominium associations, and
3 now as a real estate agent in this area.

4 I've worked in the customer service industry
5 for many years and know what it takes to ensure that
6 your customers are satisfied with the product that you
7 provide them. This is where FP&L excels. FP&L's
8 communication with its customers surpasses many other
9 companies. Many times over the past number of years
10 I've worked with customers that were new to this area,
11 many of them moving here from out of state. As their
12 main contact, they depended on me for information on how
13 to get their utility services established. By far the
14 easiest part of that process was dealing with FP&L, from
15 establishing service, understanding their monthly bills,
16 and then discontinuing service when moving. Many times
17 my customers complained about other service providers
18 but never with FP&L. It is as simple as one phone call
19 and their service is taken care of.

20 The customer care representatives are always
21 polite, knowledgeable, and very helpful to their
22 customers. FP&L's communication is far superior to that
23 of other utility companies. As a former manager of
24 condominium associations, my residents always
25 appreciated the updates that were received from FP&L

1 during a power outage. This kept some of my senior
2 residents calm, knowing that the problem was being dealt
3 with and keeping them informed as to what to expect and
4 when to expect the power to be restored.

5 To provide excellent customer service, you
6 need excellent communication skills. Florida Power &
7 Light provides the communication to its customers that
8 is required to achieve excellence. Other service
9 providers should take lessons on what makes FP&L
10 superior in the realm of customer service. Thank you.

11 **CHAIRMAN BROWN:** Thank you, Mr. Collins.

12 Mr. Kelly?

13 **MR. KELLY:** Did -- I apologize. I was
14 writing.

15 **MR. COLLINS:** No, that's fine.

16 **MR. KELLY:** Are you in favor -- are you
17 commenting in favor of the rate increase?

18 **MR. COLLINS:** I am. I am.

19 **MR. KELLY:** Okay. Thank you.

20 **CHAIRMAN BROWN:** Thank you.

21 Next customer.

22 **MR. KELLY:** Ms. Ink will be followed by Dustin
23 Edwards.

24 **MS. INK:** Good afternoon. My address, 3429
25 Dr. Martin Luther King Boulevard here in Fort Myers,

1 33916. Telephone number (239)461-2802. And I'm here
2 today as a --

3 **CHAIRMAN BROWN:** State your name.

4 **MS. INK:** Oh, I'm sorry. Stefanie -- I
5 thought Mr. Kelly already said -- Stefanie Ink, and I'm
6 here today to talk in favor of the rate increase on
7 behalf of Community Cooperative. I am the director of
8 development for Community Cooperative, and we're a
9 non-profit here in Lee County. And FPL has been a great
10 supporter of not only us as a business and a non-profit
11 here, but of our clients as well.

12 Several -- just two years ago they actually
13 came out and visited our location and really walked us
14 through all the different energy saving tips that we
15 could utilize at our own facility, from changing
16 lightbulbs to tinting our windows, which is incredible
17 considering we're a customer but we're paying them, and
18 they were helping us pay them less, which is a great
19 thing.

20 Another great program I'd like to speak to is
21 their Power to Save program, which helps many, many,
22 many of our clients and continues to do so here in Fort
23 Myers and around Lee County with learning about what is
24 power and how does it work and how can I reduce my rates
25 as a resident? They did AC inspections, duct

1 inspections, worked with our clients looking at their
2 water heaters, giving them energy saving tips. It was a
3 \$500 value almost that they offered to our clients at
4 the soup kitchen for free, which was an incredible
5 community service. We are very much in favor of the
6 rate increase.

7 **CHAIRMAN BROWN:** Thank you.

8 Commissioners, any questions?

9 Mr. Kelly?

10 **MS. INK:** Sure.

11 **MR. KELLY:** Does Florida Power & Light
12 contribute monetarily to your organization?

13 **MS. INK:** They have in the past. Uh-huh.

14 **MR. KELLY:** Okay. Thank you.

15 **CHAIRMAN BROWN:** Next customer.

16 **MR. KELLY:** Mr. Edwards will be followed by
17 Joe Rider.

18 **MR. EDWARDS:** Good evening. My name is Dustin
19 Edwards. Phone number (239) 633-7745. Address, 1546
20 Ricardo Avenue in Fort Myers, of course.

21 I am an FPL customer, and I also work with my
22 grandma, who is 85 with dementia. And I'm her power of
23 attorney, and she is a customer as well. And I'm
24 actually speaking on -- a lot on her behalf with our
25 experience. So I am and my grandmother is in favor of

1 the rate increase.

2 We had a situation where I had to move her in
3 nearby in a house to where I could take care of her, to
4 make sure that she was safe, and our FPL bill was \$660,
5 but I'm in favor of it. So we didn't know what
6 happened. I assumed it was something with the air
7 conditioner. So I called my AC guy, who is, you know,
8 generally very good. I won't say any names. But after
9 they left, they said everything was fixed, it would be
10 no problem. And so I called FPL to explain what
11 happened. I wanted to make sure everything was fixed.
12 And so a wonderful lady called me back and said, you
13 know, "The rate is still going like nothing is fixed.
14 Your estimated bill is going to be another \$600." They
15 didn't have to look into that for me. I didn't even
16 know they could do that, but they did. And they
17 actually sent out their own inspector and looked at the
18 air conditioner and said, "This is exactly the problem."
19 And they fixed it before -- actually looked at what the
20 problem was, told the AC company, called them directly
21 and said, "This is what's going on. You need to fix
22 this issue." So they saved me potentially from a second
23 month of \$660. And it was their expertise and not even
24 the AC company's expertise that solved that for me and
25 my grandmother.

1 And I work full time. I have two kids and I'm
2 taking care of my grandma. So that kind of customer
3 service -- she followed up with me a week later to make
4 sure that everything was good, the AC guys came out.
5 They actually came back. She's like "I can, you know,
6 I'll get with my manager." They actually credited back
7 our account as well for what we normally would pay on a
8 monthly basis, which was phenomenal, you know, on my
9 end.

10 So I'm one of those people -- every once in a
11 while you get what you pay for, and I think this company
12 is exactly that. And people who take that -- you know,
13 if you think about your other utilities, I won't say any
14 names, but, you know, you try and call them, you will
15 not get any of that. Okay? So we are very in favor.

16 **CHAIRMAN BROWN:** Thank you, Mr. Edwards.

17 Commissioners, any questions?

18 Mr. Kelly, your next customer.

19 **MR. KELLY:** The next one after Mr. Rider is
20 Mr. Bill Hughes.

21 **MR. RIDER:** Good afternoon, Madam Chairman and
22 Commissioners. My name is Joe Rider. I live at 1458
23 Argyle Drive in Fort Myers, Florida 33919. And I have a
24 business, Rider Insurance Group, on Corkscrew in south
25 Fort Myers. Phone number is (239)898-1898. And I am

1 here to speak in favor of the rate increase for Florida
2 Power & Light.

3 In listening to the president of Florida Power
4 & Light, he used the words "affordable, reliable, and
5 clean energy," and I think that's important to remember
6 here. He also talked about how the bills have gone down
7 since 2001 and four times in the last eight months.
8 So -- and then I heard the attorney for the Public
9 Service -- this gentleman right here, what he -- who he
10 is with, and he talked about millions and billions.
11 Well, I'm not paying millions and billions. I'm talking
12 about cents. So -- and yet if they're getting millions
13 and millions and my rates are going down, then I think
14 they're doing something right.

15 And both of these gentlemen here admitted that
16 the company is well run and that they're doing good
17 things. If you were here during Hurricane Charley, you
18 could have seen how well the company was run, as I was
19 without power, and yet they came out almost immediately
20 to help us. It's amazing how food goes up, but we don't
21 stop eating; fuel costs go up, we don't stop driving;
22 Obamacare goes up, but I still have to pay my health
23 insurance and get healthcare; DirecTV goes up, so I have
24 to make -- I have to make a choice about do I want to
25 get premium channels or not? So when you compare

1 Florida Power & Light to the efficiency or the
2 non-efficiency of our utility companies as far as water
3 and sewer, TV, our trash, county government, I'm
4 certainly in favor of a rate increase, and I don't want
5 anybody to handcuff Florida Power & Light because
6 they're decreasing my bill. Thank y'all.

7 **CHAIRMAN BROWN:** Thank you. Just a second.

8 Any questions, Commissioners?

9 Mr. Kelly, your next customer.

10 **MR. KELLY:** The -- after Mr. Hughes will be
11 Karen Ryan.

12 **MR. HUGHES:** Chairman Brown, Commissioners,
13 good afternoon. My name is Bill Hughes. I live at
14 3380 Tripoli Boulevard in Punta Gorda, Florida,
15 (941)637-7855, and I am a customer. I'm not here to
16 discuss the rate increase of Florida Power & Light, but
17 rather a project that our neighborhood is undergoing
18 with the help of Florida Power & Light. Our member
19 subcommittee failed to determine the feasibility of
20 moving our overhead wires to an underground distribution
21 system. Here with me today are Larry Waites, Doug
22 Holmes and John Forr, also members of this subcommittee.

23 Our association, in December of 2014,
24 recommended to the board of the association that a study
25 be conducted to determine the cost to move an

1 underground distribution system, period. Our chairman,
2 Chuck (unintelligible), who had an eye operation ten
3 days ago, could not be here, but he has worked with
4 Charlotte Miller of FPL to put together a program to
5 help us arrive at the cost of the project. Ms. Miller
6 has been very helpful to this end. Chuck has had
7 numerous verbal and email communications with Ms. Miller
8 as we move forward with this project.

9 Several months ago we held a town meeting so
10 the residents of Burnt Store could ask questions of the
11 FPL team that would be involved if this plan moves
12 forward. At this meeting, Florida Power & Light had two
13 of their trucks present with transformers so the
14 residents could see the size of the transformers that
15 one day might go on their lawn. The FPL answered
16 various questions from the residents such as how long
17 will the project take, who is responsible for repair or
18 replacement, methods of burying wires, and so on. FPL
19 has indicated to complete the cost of this project would
20 require a payment of approximately \$88,000. If the
21 community votes in favor of the project, the \$88,000
22 would be credited to the project. As we speak,
23 residents are voting to accept or reject the underground
24 project. Votes are due by June 30th of this year.

25 Overall, I could say our community has been

1 very satisfied with Florida Power & Light to help answer
2 the customers' -- residents' questions in charge if the
3 project goes forward. Thank you.

4 **CHAIRMAN BROWN:** Thank you. Just a second.

5 Commissioners, any questions?

6 Thank you for your testimony.

7 Next customer.

8 **MR. KELLY:** After Ms. Ryan will be -- I hope I
9 get this right -- Sarah Heusing.

10 **MS. RYAN:** Good evening, Commissioners. I'm
11 Karen Ryan, (239)481-2898. My address is 1049 El Rio
12 Avenue in Fort Myers. I've been an FPL customer for 23
13 years. And first I want to tell you a little bit about
14 myself because I love to talk about myself.

15 I'm a single mom of two and head of the
16 household. I'm very, very frugal and I watch every
17 dollar that I spend. When I'm going to buy a new car, I
18 always buy a used car because I think it has better
19 value; however, I am consistent in putting money into
20 the maintenance of my car. I have regular oil changes,
21 tire balances, brake jobs. Do I like spending money on
22 car maintenance? No, I do not like spending money. But
23 I know that in the long run I'm going to have a car that
24 I can depend on, and I'm saving money by avoiding costly
25 emergency repairs. The same philosophy applies with

1 utilities.

2 I'm here to say that I trust my electric
3 provider. I trust that they have a plan to keep
4 delivering reliable power to me at the lowest possible
5 price. They haven't raised rates in a very long time,
6 so I believe them when they say that they need to now.
7 And I know it'll be worth it in the long run, just like
8 my oil change and my brake job.

9 I enjoy being able to flip the switch and have
10 the lights come on every single time, I enjoy not having
11 power interruptions, I enjoy accurate bills and energy
12 saving tools, I enjoy advances in renewable and clean
13 energy, and I enjoy knowing subject matter experts have
14 my best interests in mind.

15 As I said, I'm frugal and I watch every
16 dollar, but I do understand the need to invest in order
17 to have quality of life and avoid potential higher costs
18 in the future.

19 In fact, I'm tickled pink and amazed that my
20 electric rates will still be lower in four years than
21 they were in 2006, even with this increase. At the same
22 time, I'm very happy that reliability and service will
23 remain topnotch. I'd like to thank the folks at FPL for
24 their advanced planning and expertise to make this
25 possible and for maintaining some of the lowest rates in

1 Florida.

2 **CHAIRMAN BROWN:** Thank you. Tickled pink,
3 huh?

4 **MS. RYAN:** Tickled pink.

5 **CHAIRMAN BROWN:** Commissioners, any questions?

6 Thank you.

7 Next customer.

8 **MS. RYAN:** I still have more time. Can I talk
9 about myself some more?

10 (Laughter.)

11 **MR. KELLY:** After Ms. Heusing is Mr. Gene
12 Hartley.

13 **MS. HEUSING:** Commissioners, my name is Sarah
14 Heusing. My phone number is (239)210-2476. Address,
15 13051 Bell Tower Drive. I am here -- I'm the guest
16 services manager at the Crowne Plaza in Fort Myers. I'm
17 here on behalf of Jim Larkin, who is our general
18 manager. He's out of town, but he wanted to express the
19 importance of us here to support FP&L and their rate
20 increase.

21 FP&L has been a great working relationship
22 with us for about 25 years now at the hotel. Throughout
23 these years, we've had unbelievable service. Their
24 quality of service is great. Their reliability is
25 uncanny. On a daily basis it's a relief for all of us

1 at the hotel to know that should the power go out, which
2 it hasn't in a blip since I've been there in seven
3 years, not even a blip of power, which is very great,
4 and even in -- when the hurricanes come through, but
5 they're constantly working for us.

6 We're EOC, an off-site, off-island emergency
7 for Sanibel and Captiva officials, so it's very
8 important that we have that sort of security, and we do
9 that with FPL. The weather here is very unpredictable,
10 so it's great to know that if the power did go out, we
11 have the service of FPL to communicate with us, and
12 they're great with that, and that way we can communicate
13 with the guests because that's also very important.
14 Being the services manager, it's even more important
15 that I have that knowledge and communication with them.

16 That's not all that they do for us is provide
17 the great service. Rich Misner has been with us as our
18 representative for our profile for 13 years now. Since
19 then he is constantly communicating with us to save
20 energy or improve efficiency. We use about 220,000
21 kilowatt hours per month. On an average, it's anywhere
22 between 18- and 20,000 per month, and that's for a month
23 billing. So we know we've got a big bill, but that's
24 okay. He's constantly saving us money, telling us what
25 to do, give us tips, and that's -- that's great that

1 even such a big customer, big or small, as you can tell,
2 is very important to them. They care about us, they
3 care about their clients, and that is why we fully
4 support them.

5 **CHAIRMAN BROWN:** Okay. Thank you.

6 Next customer.

7 **MR. KELLY:** After Mr. Hartley is Jason Kurek.

8 **CHAIRMAN BROWN:** Good evening.

9 **MR. HARTLEY:** Good evening, Commission. My
10 name is Gene Hartley. I live at 578 100th Avenue North
11 in Naples, 34108. My phone number is area code
12 (239)597-3954. And I have been an FPL customer since I
13 got out of the Army in '71.

14 I'd like to say, first off, that I am in favor
15 of a rate increase. The amount of the increase, of
16 course, is up to you fine folks.

17 Two -- two aspects of my dealings with FPL.
18 One is my residential. I have seen the efforts made by
19 FPL to harden their system and tree trimming and all the
20 work that's being done to increase service reliability.
21 I have seen that at my house. You can count on one hand
22 the number of blips or momentary interruptions that I've
23 had in the last two years. It's an improvement.

24 The other aspect, I am the public utility
25 manager for J.R. Evans Engineering in Estero, and I deal

1 with FPL on new construction of large subdivisions,
2 commercial buildings. I have seen recently that FPL has
3 got a great bunch of engineers. Efforts have been made
4 to have them keep the time frames that are allotted to
5 get things done. They're the key player on new
6 business, and they're doing a fine job.

7 **CHAIRMAN BROWN:** Thank you for your testimony.

8 **MR. KELLY:** Just a quick question. Does your
9 company contract with Florida Power & Light?

10 **MR. HARTLEY:** No. No.

11 **MR. KELLY:** Okay. Thanks.

12 **CHAIRMAN BROWN:** Thank you.

13 Next customer.

14 **MR. KELLY:** After Mr. Kurek is James
15 Youngblood.

16 **MR. KUREK:** Good evening. My name is Jason
17 Kurek. I am the senior director of development for a
18 local non-profit called Champions For Learning. My
19 address is 3606 Enterprise Avenue, Suite 150, Naples,
20 Florida 3412 -- 34104, and our phone number is
21 (239) 687-1373.

22 I'm an FPL customer, and I'm here to support
23 FPL. And just by talking about the wonderful quality of
24 service that FPL has provided Collier County public
25 schools, they have worked into an agreement with the

1 Collier County public schools to build seven 10-kilowatt
2 solar panel arrays at seven different schools throughout
3 Collier County. That's at Calusa Park Elementary,
4 Golden Gate Elementary, Gulf Coast High, Laurel Oak,
5 Lely High, Manatee Elementary, and Manatee Middle
6 School. And I think there was a great comment earlier
7 on that there's not a lot of companies that offer
8 services that make it so you're buying less of their
9 product. Well, these solar panels definitely are. They
10 produce 10 kilowatts of energy per day, and so if you're
11 looking at each array per school per year, it's saving
12 Collier County public schools between \$600 and \$1,000
13 per each of those arrays.

14 And most of all, they produce an opportunity
15 for students to learn about renewable energy and it
16 really takes a STEM principle -- STEM is that science,
17 technology, engineering, and math -- out of a textbook
18 and makes it something usable that they can do in a
19 realistic environment. So with these panels, the -- FPL
20 has provided training and resources to the teachers and
21 to the school district, along with many age appropriate
22 resources for the teachers to take back into their
23 classrooms. And students can actually go online and see
24 how their solar panels are working and can look at how
25 the sun's energy is transformed by the solar cells and

1 how optimal sun and temperature conditions can produce
2 best results, and it's really exciting for the students
3 to be able to utilize equipment like this.

4 And Collier County public schools is just so
5 satisfied with the quality of service from FPL that
6 they've nominated FPL for the Commissioner's Business
7 Recognition Award from the Commissioner of Education for
8 the State of Florida.

9 **CHAIRMAN BROWN:** Thank you, Mr. Kurek.

10 Commissioners, any questions?

11 Mr. Kelly.

12 **MR. KELLY:** You said you were part of a
13 non-profit?

14 **MR. KUREK:** Yes, Champions For Learning.

15 **MR. KELLY:** Does Florida Power & Light
16 contribute to your nonprofit?

17 **MR. KUREK:** Yes, sir.

18 **MR. KELLY:** Okay. Thank you.

19 **MR. KUREK:** Thank you.

20 **CHAIRMAN BROWN:** Hold on one second, please.
21 Commissioner Brisé has a question for you.

22 **COMMISSIONER BRISÉ:** So are you here on behalf
23 of Collier County as well?

24 **MR. KUREK:** I'm here on behalf of Champions
25 For Learning, which is the local education foundation of

1 Collier County.

2 **COMMISSIONER BRISÉ:** So you're not here on
3 Collier County's behalf?

4 **MR. KUREK:** No. I'm here on behalf of the
5 education foundation.

6 **COMMISSIONER BRISÉ:** Thank you.

7 **MR. KUREK:** Thank you.

8 **CHAIRMAN BROWN:** Thank you.

9 Next customer, please.

10 **MR. KELLY:** After Mr. Youngblood -- I think I
11 called -- yeah, after Mr. Youngblood is Gerry or Gerry
12 Seamens.

13 **MR. YOUNGBLOOD:** Good afternoon,
14 Commissioners. My name is James Youngblood. I live at
15 12877 Devonshire Lakes Circle in Fort Myers. Zip code
16 33913. Phone number is (239)561-0077.

17 I moved to Fort Myers in 1972. I currently am
18 an FPL customer for the last 21 years at my current
19 residence. And I'm all about saving money and I'm a
20 number cruncher. I have a mathematics degree. And I've
21 been very pleased with FPL's programs to help save
22 money. I'm into saving money and getting the most I can
23 from my electricity.

24 One of the big benefits, I had to put a new
25 air conditioner in five years ago, and it was real nice

1 to have an incentive from FPL to put high efficiency in.
2 I would not have updated probably to the high efficiency
3 without that incentive, and it's saving me probably on
4 an average \$100 to \$150 a year having a high-efficiency
5 air conditioner, which I'm very pleased. I like to run
6 my air 24/7. I keep it a little lower than they
7 recommend; however, with the Budget Bill program, which
8 I really like, it averages my bill, and I'm paying, for
9 having a very nice home, just a little over \$100 a month
10 because of their conservation measures. Window Fill,
11 which I participated in years ago when they had that
12 program. The Duct Sealing program where you keep your
13 ducts good, my wife likes that because the dust is
14 minimized. She really likes to have a clean house all
15 the time, so she loved that.

16 My mother was having a problem. She lived in
17 a -- here in Alva, which is FPL's service territory, and
18 she was fixed income. My father had died. She would
19 have problems in her manufactured home in the winter
20 when she had to turn the heat on. She could do well in
21 the summer, but if you had a cold spell, it spiked. And
22 I told her about Budget Bill. She had never heard about
23 it. And I said, "Mom, you need to be on that." I said,
24 "It'll average it out over the year and you won't see
25 that big spike." And she got on that and she just

1 thought that was one of the best programs that there
2 ever was because she had a very minimal income, but that
3 levelization program was really nice.

4 The other thing I like is some of their pay --
5 the way you can pay your bill. The Auto Pay is great,
6 especially if you go on vacation for any time, you don't
7 have to worry about that. Plus my wife doesn't -- she
8 pays the bills and don't like to write checks, so she
9 likes the Auto Pay program that they have.

10 The On-Call program. I love that program.
11 I've been on that ever since I got in my home 21 years
12 ago. I will tell you today I've saved over \$2,000 in 20
13 years.

14 **CHAIRMAN BROWN:** Thank you, Mr. Youngblood.
15 Thank you.

16 **MR. YOUNGBLOOD:** Thank you.

17 **CHAIRMAN BROWN:** Commissioners, any questions?

18 **MR. YOUNGBLOOD:** Oh, you got a question?

19 **MR. KELLY:** Just one. I apologize.

20 **MR. YOUNGBLOOD:** Yeah, sure.

21 **MR. KELLY:** Did you say you are in favor of
22 the rate increase?

23 **MR. YOUNGBLOOD:** Yes, I am in favor. I think
24 they're doing a great job.

25 **CHAIRMAN BROWN:** Thank you.

1 Next customer, please.

2 **MR. KELLY:** After Ms. Seamens is Andrew Crone.

3 **MS. SEAMENS:** Good evening. I'm not much of a
4 public speaker, so I'm just going to read mine, if
5 that's okay.

6 **CHAIRMAN BROWN:** Absolutely.

7 **MS. SEAMENS:** But I am a semi-retired senior
8 citizen, and I've lived here since 2002. And, of
9 course, I'm a FPL customer. My name is Gerry Seamens.
10 Address is 5777 Arvine Circle here in Fort Myers. Oh,
11 my phone number is (239)481-1623.

12 A few years ago we had a really bad storm come
13 through. And we have underground utilities where I
14 live, and the storm hit the underground utilities and
15 took out a big transformer. FPL came in the very next
16 morning and was having to replace some of the
17 underground, trace it out and get out the underground
18 wiring and replace the transformer. But they took and
19 implemented for us temporary power so that we were not
20 without utilities -- maybe intermittently but until they
21 could get it fixed because it was a very involved
22 situation.

23 The -- I work from home, okay, and I am very
24 committed to meeting deadlines and I have to use
25 printers and computers. And because they were so

1 efficient in getting all of that done, I was able to
2 meet all of my deadlines at that time. As a senior
3 citizen, I'm also -- that extra income that I earn is --
4 means a lot to me.

5 I've had excellent service from FPL. Very few
6 outages over the years. Even this past Monday, I guess
7 you remember Memorial evening we had a tremendous storm,
8 it didn't even flicker. You know, I mean, it was -- and
9 even last night it was perfect, you know. I was
10 watching TV, no problem.

11 And I understand that FPL has the lowest bills
12 in the state and will continue to have the lowest bills
13 even if this rate increase is approved. It's my
14 understanding that the increase will probably be
15 approximately \$13 spread out over the next three years.
16 Even by 2020, the rate will still be less than what it
17 was in 2006. And my On-Call service, which I really
18 like, will continue to serve me -- save me part of this
19 increase. And recently I received an email that since I
20 had signed up for that, I had saved over \$1,000 with my
21 On-Call service.

22 But most importantly, the rate increase will
23 allow FPL to continue to not only provide reliable
24 service to my home, but maintain and improve their
25 present equipment, keep current power plants,

1 substations in good repair, improve their technology,
2 modernize and build additional power plants --

3 **CHAIRMAN BROWN:** Thank you.

4 **MS. SEAMENS:** Oh, okay.

5 **CHAIRMAN BROWN:** Thank you, Ms. Seamens. And
6 it's very red, so.

7 **MS. SEAMENS:** Okay. Thank you.

8 **CHAIRMAN BROWN:** Commissioners, any questions?
9 All right. Next customer, please.

10 **MR. KELLY:** After Mr. Crone is Ms. Rhonda
11 Roff.

12 **MR. CRONE:** Good evening. My name is Andrew
13 Crone. My telephone number is (813)846-4305. I live at
14 12314 Bramfield Drive, Riverview, Florida. I am a
15 commercial customer of FPL. I am also an embedded line
16 contractor with FPL.

17 And I want to speak on some of the terms that
18 were hit on by Mr. Kelly and Mr. Silagy. We heard
19 resiliency of the system. Some of the things that FPL
20 is doing is installing devices which makes it so outages
21 can be minimized by sectionalizing pieces of line by
22 having devices that are smart, which will recognize
23 there's a fault, but it won't close back in by itself.
24 And they're doing this in your back yard. You don't
25 even know it.

1 The other thing that they're doing is
2 something that Mr. Kelly kind of glossed over, which is
3 hardening. And I'm sure all of you have seen all these
4 concrete poles that are going up all over the county --
5 well, all over the state really. But here in Fort
6 Myers, Lee County, Collier County, I have a number of
7 folks that work every day changing out old wooden poles
8 which are past their due date being replaced with heavy
9 duty concrete poles. And the net effect of those
10 concrete poles is going to be when that storm does come,
11 the poles will still be standing. The wire may fall
12 down, the power may go out, but the restoration will be
13 a much faster effort, which will also help the retail
14 markets and every customer that depends on that air
15 conditioner in August and September.

16 I support this rate increase. You may think
17 it's a selfish reason because I do work for them, but I
18 think that they're putting the capital investment into
19 this system and it's worth it. And the hardening works.
20 I've seen it personally. Thank you.

21 **CHAIRMAN BROWN:** Thank you.

22 Next customer.

23 **MR. KELLY:** After Ms. Roff is Wayne --

24 **MR. SALLADÉ:** Salladé.

25 **MR. KELLY:** -- Salladé. Thank you. Sorry.

1 **MS. ROFF:** Good evening, Commissioners. Can
2 everybody hear me okay?

3 My name is Rhonda Roff. We have an apartment
4 in Fort Myers at Gladiolus Gardens, and I can't remember
5 the apartment number right now. I also am an FPL
6 customer at a home in Weston, 1553 Salerno Circle,
7 Weston, Florida. We have another home that's in Glades
8 Electric territory, so I have experience with two
9 different power companies. And while I do admit that
10 FP&L provides good service, I'm really astounded that
11 they managed to round up this many people to speak on
12 their behalf. We cannot get this many people to speak
13 on behalf of good things that we do. So go, FPL, on
14 that.

15 We're not unfamiliar with FP&L spending
16 money -- I don't know if they did that tonight -- on
17 opposing some of our environmental causes, most notably
18 a campaign we've been working on for over a year, the
19 Floridians for Solar Choice constitutional ballot
20 amendment for which they have spent some portion of a
21 total of \$7 million to confuse the Florida voters and
22 promote their Consumers for Smart Solar competing
23 amendment which did actually make the November ballot,
24 which may actually preempt ours which we hope to get on
25 the November 2018 ballot. And I'm very, very sorry for

1 that because that has been a really, really fun thing to
2 do, and we felt really good about what that might
3 actually accomplish for the world.

4 I have a 20-year-old and a 13-year-old, and I
5 hope that we have a liveable planet for them. It's on
6 their behalf and on behalf of the Sierra Club Calusa
7 group, which is the four southwestern counties of
8 Florida that I'm speaking.

9 FP&L -- I do not support this rate increase.
10 I think that they pay fairly their workers. I think
11 their executive compensation is more than adequate. I
12 do think that they probably make enough money already.
13 I do know that they have spent, and approved by the
14 Public Service Commission, \$280 million so far wasted on
15 Turkey Point 6 and 7 planning. They've asked for and
16 had approved another \$22 million for this year's Turkey
17 Point planning.

18 Mike Sole just told us the other night that he
19 plans on needing \$50 million to clean up the mess that
20 Turkey Points 3 and 4 have caused. I know FP&L has
21 spent \$400,000 recently buying the opinion of the
22 Seminole Tribe in Hendry County. FP&L also has wasted a
23 bunch of money in investment in PetroQuest, the oil and
24 gas company out of Oklahoma. They have paid off
25 environmental groups such as Environment -- Audubon of

1 Florida and bought their opinion.

2 **CHAIRMAN BROWN:** Thank you. Your time --

3 **MS. ROFF:** I just want them to do the right
4 thing with their money and make a liveable planet in the
5 future. Thank you very much.

6 **CHAIRMAN BROWN:** Thank you.

7 Commissioners, any questions?

8 All right. Next customer.

9 Thank you for your testimony.

10 **MR. KELLY:** After Mr. Salladé is Lucille
11 Henry-Curry.

12 **MR. SALLADÉ:** Thank you, Madam Chairman,
13 Commissioners. My name is Wayne Salladé. My residence
14 is 345 Boundary Boulevard, Rotunda West, Florida. A
15 40-year customer of FPL.

16 I'm the emergency management director 29 years
17 in Charlotte County, making me the senior emergency
18 manager out of Florida's 67 counties. I want to give
19 you a little quick history and get my time in real fast.

20 In 1989 I was invited by FEMA and other
21 veteran directors to go to Charleston, South Carolina,
22 to see the aftermath of Hurricane Hugo. I was amazed to
23 turn around on Sullivan's Island and see crews from
24 Florida Power & Light there assisting in the power
25 restoration. That was foresight that really was smart

1 because three years later Andrew came to Miami, south
2 Miami-Dade County.

3 In 1998 I watched them work in the aftermath
4 of the killer tornadoes in Central Florida. I watched
5 them work the Florida wildfires, Hurricane George. In
6 2001, three days after 911, Florida faced the largest
7 power outage in its history as Tropical Storm Gabrielle,
8 that you probably don't even remember, cut across the
9 state of Florida and caused the largest power outage
10 ever.

11 In 2004 Charlotte County was ground zero for
12 the first of what would be eight hurricanes over two
13 years impacting Florida. Charley in an hour took out
14 100 years of infrastructure of our electric, and FPL and
15 their partners from states across the nation, 6,000
16 workers coming in to assist, put our power back in 13
17 days.

18 There's not been one year of my 29 years that
19 they have not called and sat down and gone over detailed
20 lists of the most critical facilities that we have.
21 "Are there any changes? Is there anything you need
22 differently done to make sure that this power is
23 restored quickly to your critical facilities?" You
24 know, I, as a customer, sure, I support the rate
25 increase because it's still not taking us back to where

1 we were a decade ago.

2 In emergency management we work under what is
3 called the whole community concept. Do I work for
4 Florida Power & Light? No. I work with them. They are
5 my partners, and I don't want anybody else but them
6 doing my power restoration should my community be
7 impacted again. Thank you.

8 **CHAIRMAN BROWN:** Thank you for your testimony.

9 Commissioners, any questions?

10 Thank you.

11 **MR. SALLADÉ:** Thank you.

12 **CHAIRMAN BROWN:** Next customer.

13 **MR. KELLY:** After Ms. Henry-Curry is Mr. Ray
14 Judah.

15 **CHAIRMAN BROWN:** Good evening.

16 **MS. HENRY-CURRY:** Good evening. My name is
17 Luceal, L-u-c-e-a-l, Henry-Curry, C-u-r-r-y. I am an
18 FP&L customer, and I live in Punta Gorda, Florida. My
19 address is 13360 Venango, V-e-n-a-n-g-o, Terrace, 33955.

20 I am not in favor of the rate increase. I am
21 a retired senior citizen on a fixed income. I am
22 currently being held hostage with the \$13-a-month
23 service fee for the non-smart meter that went through
24 some months ago.

25 As far as for customer service, each time

1 I call customer service and inquire about FP&L care
2 programs for less fortunate people, I don't get an
3 answer. No one can tell me how much money has been
4 collected in that program and what agencies are
5 responsible for helping the needy.

6 As far as responding when they are needed,
7 they are adequate in that within a reasonable time
8 period. During Hurricane Charley, which I lived
9 through, seven to eight days and we were back on the
10 grid again.

11 I, myself, wholeheartedly supports the
12 comment that the Office of the Public Counselor has
13 stated on our behalf as consumers. I, myself, do
14 not receive that type of interest on my little small
15 savings that I manage to deal with, so, therefore, I
16 am not in favor of this rate increase.

17 **CHAIRMAN BROWN:** Thank you, Ms. Curry, for
18 your testimony.

19 Commissioners, any questions?

20 Thank you again.

21 **MR. KELLY:** After Mr. Judah is Mr. John
22 Hillman.

23 **MR. JUDAH:** Good evening, Madam Chair and
24 Commissioners. My name is Ray Judah. I'm here
25 representing myself. And thank y'all for taking the

1 time for being here in southwest Florida.

2 Let me just say that I am very supportive of
3 the linemen, the crewmen, the rank and file of Florida
4 Power & Light, they're extraordinary men and women, but
5 I do not support the rate increase, and primarily
6 because the state has failed to take a market-driven
7 approach to meeting the energy needs in this third most
8 populous state in the country.

9 The state did a real disservice in 2006 when
10 they approved legislation that was called the early cost
11 recovery. Many of you are probably familiar with it.
12 You know, you have to -- when you're building an energy
13 source, you have to complete it and it has to be fully
14 operational before the utility can charge you a cent,
15 except if you build a nuclear facility. Therein lies
16 the rub because the cost of providing for a nuclear
17 facility or expansion is actually shifted from the
18 shareholder to the customer. And what we have is a
19 situation now where the design, the engineering, the
20 preconstruction costs are fully paid for by the
21 customer. The risk is no longer on the shoulders of the
22 shareholder. The shareholder, we already heard, gets a
23 pretty generous return on investment, and I just think
24 it's patently unfair for the customer to have to
25 shoulder that burden.

1 Furthermore, if the nuclear power plant ever
2 does get permitted, gets perhaps halfway through
3 construction, is abandoned, the utility company, in this
4 case, Florida Power & Light, can keep the revenue it
5 collected from the ratepayers. So I would submit to you
6 that not only is that inequitable, but so is the fact
7 that Florida Power & Light has a problem right now of
8 leaking contamination of Biscayne Bay, and they're going
9 to have to pay for that cleanup cost, but they're going
10 to shift it to the ratepayers.

11 We also have an issue where the state
12 legislature was very, I thought, unfair to the
13 ratepayers by providing legislation prohibiting a
14 third-party power purchase agreement, prohibiting
15 independent solar providers to provide more
16 cost-effective energy to, again, the ratepayers for
17 solar rooftop solar power. What we have is a situation
18 where we have a Sunshine State, but we certainly aren't
19 taking advantage of providing opportune opportunities to
20 the ratepayers to allow for independent solar providers
21 to be able to provide that low-cost energy to the folks
22 here in the state of Florida.

23 So I would submit to you that because of these
24 inequities, that the -- at this point in time again --
25 and you are in a role where you can hold the state

1 accountable so that we can push for renewable energy, so
2 that we can be more equitable, have a level playing
3 field, where we actually have a market-driven approach
4 to providing energy throughout here in the state of
5 Florida. I appeal to you to oppose the rate increase.
6 Thank you.

7 **CHAIRMAN BROWN:** Thank you. And, Mr. Judah,
8 what you did not mention was you're a long-serving
9 elected official of Lee County, being -- serving as
10 chairman of the county commission here.

11 **MR. JUDAH:** Yes, ma'am. Only 24 years as a
12 former Lee County commissioner.

13 **CHAIRMAN BROWN:** I remember. I remember.

14 **MR. JUDAH:** I used to be 6'6" tall when I took
15 office, but --

16 (Laughter.)

17 **CHAIRMAN BROWN:** Thirty-four years old.

18 **MR. JUDAH:** But I thank y'all very much for
19 your time.

20 **CHAIRMAN BROWN:** Thank you, Mr. Judah.

21 Next customer.

22 **MR. KELLY:** After Mr. Hillman is Russell
23 Smith.

24 **MR. HILLMAN:** Good evening, Madam Chairperson,
25 Commissioners. My name is John Hillman. My address is

1 1121 Skiff Place, 33957. I am not an FP&L daytime
2 customer, but I am a commercial customer in many
3 locations across the state. And my day job might give a
4 little different point of view because my job is to sell
5 people on the idea of living next to their power plant.
6 And I'm part of the team, and proudly part of the team
7 building Babcock Ranch, and so I work for Kitson &
8 Partners. And we couldn't be more proud of the
9 partnership that we have with Florida Power & Light.

10 And I'm here to talk to you really about the
11 idea of the future, and the seeds that we plant today
12 are the, you know, fruit of tomorrow. And the
13 opportunity to actually give our children -- I'm a
14 father of two young boys, and the idea that when they
15 flip the switch, they know where their power comes from.
16 It comes from the sun, and at nighttime it's going to
17 come from clean natural gas. And so we're really proud
18 of the opportunity to build a new era town that is based
19 on these great ideas. And I hope Mr. Silagy and others
20 build 100 of these plants around the state.

21 We took 400 acres of a sod field in the
22 process of watching a field get transformed into an
23 honest-to-goodness power plant. So -- and that's just
24 the tip of the iceberg. I think what's exciting for us
25 is not just the idea of a power source, but taking that

1 power and bringing it closer to people. Maybe it's
2 going to be on the rooftops in our town center. It's
3 going to be at a neighborhood level. It's all about
4 scale and it's all about trying to figure out the right
5 way to do that, and it's not just energy. And that's, I
6 think, part of the thing that we enjoy working with
7 Florida Power & Light is the creativity around all of
8 your energy sources and doing the best we can with our
9 resources that we have today.

10 So I'm speaking on behalf of the rate increase
11 with the edge towards the future, and that this is
12 really an important endeavor and I hope that there's
13 more and more renewable energy that we can all look
14 forward to.

15 **CHAIRMAN BROWN:** Thank you, Mr. Hillman.

16 Commissioners, any questions first? First.
17 Mr. Kelly.

18 **MR. KELLY:** I'm sorry. So Kitson & Partners
19 is in favor of the rate increase?

20 **MR. HILLMAN:** We are.

21 **MR. KELLY:** Thank you.

22 After Mr. Smith, Russell Smith, Robert Weber.

23 **CHAIRMAN BROWN:** Is there a Russell Smith?

24 (No response.)

25 **MR. KELLY:** After Mr. Weber is Randy Antik.

1 **MR. WEBER:** Hello. Good evening. My name is
2 Robert Weber. I live here in Fort Myers. I also have
3 businesses here. I have roughly eight power accounts.
4 My cell phone number is 707-5865. That's area code 239.

5 My principal billing address, I guess, would
6 be 3350 Metro Parkway where that's our main business.
7 We've been an FPL partner, I guess, for about 28 to 30
8 years. I guess each month my bills run between 25 to --
9 or, I'm sorry, 35- to 40,000 a month. I've worked with
10 the same person, Rich Misner, probably for -- I'm
11 guessing probably 20 years. As far back as I can
12 remember anyway. And every year from him I get a nice
13 little email at the end of the year advising me how much
14 I've saved by participating in the peak hour programs
15 that they have.

16 I can tell you that we've never had an
17 interruption of service that I can recall. We were
18 fortunate to be on the same grid as the hospital when
19 Hurricanes Charley and Wilma and everybody else went
20 through here, and so we never really lost power.

21 We have just a few machines that really eat
22 the energy, and we're pretty vital in the cleanup of
23 the -- after the hurricanes and stuff like that. So I
24 can tell you any time I've ever had an issue, I've had
25 one go-to person who's never let me down. And I think

1 Florida Power & Light has done a terrific job.

2 As far as whether I'm for it or not, that's
3 not up to me to decide. I don't do the numbers. You
4 know, an 11 percent increase to my electric bill, that's
5 an even \$5,000 a month, and I'm sure I can apply that to
6 other places like flying an airplane. I can use
7 it there, you know. But I'd just like to say that I've
8 had a great relationship with them and they've always
9 been there for us when we need them.

10 **CHAIRMAN BROWN:** Thank you, Mr. Weber. What
11 kind of business? I don't know if you said.

12 **MR. WEBER:** We're a scrap -- recycling. We
13 scrap metal. We have a paper company, a toilet
14 business, used auto parts. We have several different
15 companies.

16 **CHAIRMAN BROWN:** Thank you.

17 Commissioners, any question?

18 **MR. KELLY:** Do -- does your -- you said -- you
19 mentioned your company partners. So you do business
20 with Florida Power & Light?

21 **MR. WEBER:** No. All I've done with Florida
22 Power & Light is I pay them a bill every month. But
23 it's -- they have come to me and helped me learn new
24 programs to be able to save. And, like I said, every
25 year he sends me a little Christmas card reminding me

1 how much I saved that year. It's -- you know, generally
2 it's 180- to \$200,000 a year I save in power by working
3 with their programs.

4 **MR. KELLY:** Thank you.

5 **CHAIRMAN BROWN:** Next customer.

6 **MR. KELLY:** After Mr. Antik is John Broderick.

7 **MR. ANTIK:** My name is Randy Antik. I live at
8 29130 Brendisi Way in Naples, Florida. My phone number
9 is (239)566-1492. I'm here to speak in favor of the
10 rate increase.

11 On a personal side, we moved here 13 years ago
12 to retire, build a home here, and we were hit with two
13 hurricanes as we moved in the first two years here,
14 which probably everybody here who's been here for a
15 while remembers well. I have lived a number of places
16 in the United States from Minneapolis to Portland to New
17 York to Boston, and no place that we have lived comes
18 close to Florida Power & Light in terms of what they do
19 in service and the rates we've experienced here, and
20 there has to be a reason for that. We are experiencing
21 lower rates here than anywhere else we've lived, and our
22 service has been exceptional. So on the personal side,
23 I speak very highly about what our experience has been
24 with Florida Power & Light.

25 On the other side, we started a public

1 foundation eight years ago called Imagine Solutions. We
2 give 170 scholarships a year. We underwrite that to
3 non-profit leaders in both Collier and Lee County, and
4 in the last couple of years, Florida Power & Light has
5 been a great corporate citizen in helping us with that.
6 So I'm very much in favor of the rate increase.

7 **CHAIRMAN BROWN:** Thank you.

8 Any questions?

9 Mr. Kelly.

10 **MR. KELLY:** I just wanted to clarify the
11 "Florida Power & Light is a good corporate citizen."
12 They -- do they give you -- your foundation money or
13 services?

14 **MR. ANTIK:** They and 20 other companies help
15 underwrite.

16 **MR. KELLY:** Thank you, sir.

17 **CHAIRMAN BROWN:** Thank you.

18 Next customer.

19 **MR. KELLY:** After Mr. Broderick is Lonnie
20 Howard.

21 **MR. BRODERICK:** I'm John Broderick. My place
22 of business is on 11390 Palm Beach Boulevard in Fort
23 Myers. It's Kitson & Partners. Telephone number is
24 (941)235-6907. And I'm also personally an FP&L customer
25 in Fort Myers right off of Palm Beach Boulevard.

1 I -- we do a lot of partnerships with FP&L.
2 I'm also with the gentleman that spoke previously with
3 Kitson & Partners. We're affiliated with the Babcock
4 development which we own and are developing 18,000 acres
5 of property. We've been in partnership with FP&L for
6 approximately -- or been working with FP&L, I would say,
7 over the past eight years. And, you know, our
8 property -- because we have a special independent
9 district on the property, we have -- we actually had the
10 choice to sell electric on the property at one point,
11 and we worked with FP&L to change the territories there.
12 I'm involved with all the developments with Kitson &
13 Partners. I've been with the company for almost 18
14 years at this point. And I've worked in Volusia, Palm
15 Beach, Orange Counties, up in Tampa, all around the
16 state. I've dealt with many different electric
17 companies.

18 When they were saying that we would change the
19 territory to be able to come up with a better, you know,
20 reliable source of where we could get our electric and
21 everything, I was very questionable and doubted that we
22 would even make it happen. With FP&L's efforts and
23 their teamwork and everything, they were able to do it.
24 It was -- it was a big mover for our property because at
25 this point we're putting in a 75-megawatt solar array on

1 the property, which is -- covers 400 acres of solar
2 panels. And, you know, not only is it reliable, it's
3 sustainable, it's renewable. You know, I have four
4 children myself. I think it's extremely important that
5 we look to the future for these things. I want my
6 grandchildren to have these type of things. I want my
7 great grandchildren to have them.

8 So, you know, the amount of programs that
9 they've been working with us are just -- I can't even
10 express how many things they've come to us with with the
11 smart metering, cost savings with LEDs, chiller plants,
12 the solar, not just on the solar array but on the
13 buildings and everything, and they're really helping us
14 really look to the future rather than just staying in
15 the present.

16 So personally I am in favor. And I think John
17 also previously stated that, you know, Kitson is also in
18 favor of the rate increase.

19 **CHAIRMAN BROWN:** Thank you.

20 Commissioners, any questions?

21 Mr. Kelly, your next customer.

22 **MR. KELLY:** After Mr. Howard is Mr. Rob
23 Aboujaoude.

24 **MR. HOWARD:** Good evening, Madam Chair, fellow
25 Commissioners. First off, I'd like to thank you for

1 your service and for your time away from your families
2 tonight to listen to our comments.

3 **CHAIRMAN BROWN:** Thank you.

4 **MR. HOWARD:** My name is Lonnie Howard. I live
5 at 1092 Park Drive, LaBelle, Florida, and I'm a
6 residential customer of FPL. I'm also president of
7 Johnson Engineering here in Fort Myers, and I'm a
8 commercial customer of FPL. I'm here today to voice
9 support for their rate increase.

10 As a businessperson, I know that it takes
11 capital and money to do things, and the innovative
12 technologies that they are expanding into, particularly
13 with the solar and at the Babcock Ranch and proposed in
14 Hendry County, I know that that type of investment has
15 risk. And with that risk, there's an expectation of
16 reward, and I support that as a businessperson.

17 Also I did some quick math earlier today on
18 what it means to use power from FPL. My business would
19 not operate without power, and we take that for granted
20 every day. I walk into my office; I flip the switch.
21 And guess what? I expect the lights to come on and the
22 air conditioner to be running. And guess what? It
23 does. In fact, it does so well I don't even -- we have
24 a backup generator, but it only runs because it's on a
25 service clock to make sure that it'll work if the power

1 ever goes out. And at my residence, our power is so
2 sustainable, it's so reliable that the only complaint I
3 have on that service is that my backup generator
4 probably won't start because the battery is dead because
5 it never gets to run. So I applaud their service and
6 their system and the maintenance of that system. So,
7 again, I'm here to voice our support, not only
8 personally, but Johnson Engineering, for the rate
9 increase by FPL.

10 **CHAIRMAN BROWN:** Thank you, Mr. Howard.

11 Commissioners, any questions?

12 **MR. KELLY:** Just a quick one.

13 Does your company contract or work indirectly
14 or directly with Florida Power & Light?

15 **MR. HOWARD:** We do.

16 **MR. KELLY:** Okay. Thank you.

17 **CHAIRMAN BROWN:** Next customer.

18 **MR. KELLY:** After -- and I apologize if I
19 butcher it -- Aboujaoude is Mr. Jim Sanger.

20 **MR. ABOUJAOUDE:** Hi. Good evening. Rob
21 Aboujaoude. You did a good job on that. 870 West
22 Hickpochee Avenue, LaBelle, Florida, (863) 612-0011.

23 We are reminded that FPL is a publicly traded
24 company answerable to its shareholders, but what makes
25 it special is that it's first answerable to you and to

1 Mr. Kelly and to Mr. Shepherd (sic).

2 And I will start off by answering the question
3 you're going to ask at the end, I have just recently
4 been approved as a vendor of South Florida, and I'm
5 participating in the rezoning of a property in Hendry
6 County for the purpose of a power plant. I have not yet
7 received a check from them yet, so I'm here tonight as a
8 consumer to express my opinion about FPL's quality of
9 service to me and the impact it's having on us.

10 Now I know better than to remind this board
11 that the thousands who didn't show up tonight arguing
12 against the rate increase are at home satisfied with
13 their service that they're getting. And because of my
14 accent, you probably know I come from somewhere else. I
15 do come from Lebanon. I'm a transient. I didn't choose
16 to be born, yet here I am, as is everybody else here.
17 We each come from someplace, and this contributes to the
18 growth in Florida. And unless we know how to change
19 that, we have to deal with it.

20 So now that we are here, I think we all can
21 agree that electricity is an essential component of our
22 life. It's almost as important as food and water and,
23 God forbid, smartphones.

24 I would reflect somebody else's comment about
25 when the power goes out, if it goes out more than one

1 hour, you start to think about the mold in your house,
2 the food in your fridge, and what generator you're going
3 to buy from Home Depot the next day. But usually you
4 make that phone call to FPL and every 15 minutes you're
5 getting an automated call back. It gives you the
6 confidence you need and life goes on. We're used to
7 that. I can share with you the horror stories of what
8 it's like to be -- to have rolling blackouts where I
9 come from. So as humans we always migrate to a better
10 quality of life, and I hope that doesn't change.

11 Now I'd like to address three issues: What
12 sources of power should be used, has FPL earned our
13 trust, and my experience in Hendry County with FPL.

14 We're not ignorant in Hendry County of the
15 scientific experts about global warming, the role of
16 fossil fuels on the planet, and in a perfect world we'd
17 have zero emission sources. And I know that today we
18 don't have the political muscle in place to make that
19 shift overnight, so it has to take time. Personally I
20 think that what FPL does in terms of solar and other
21 renewable sources --

22 **CHAIRMAN BROWN:** Sir, your time is up, but I
23 will ask you a question, what your three issues are.

24 **MR. ABOUJAOUDE:** Okay. Well, thank you. As
25 far as I'm concerned, they've earned our trust and I'm

1 happy to support them. How much to support them?
2 Anything that goes to research and development is okay
3 in my book. I'm okay with people making a living. And
4 so as far as Hendry County is concerned, I can tell you
5 that because they brought clean natural gas as a
6 proposal to us, they were received with tremendous
7 support. And had it been coal or anything else, it
8 would have been a nonstarter. And I appreciate your
9 time again.

10 **CHAIRMAN BROWN:** Thank you.

11 Commissioners, any questions?

12 Thank you very much.

13 **MR. ABOUJAOUDE:** Thank you.

14 **MR. KELLY:** After Mr. Sanger is Ms. Tina
15 Eckglad (phonetic).

16 **MR. SANGER:** Hello. My name is Jim Sanger. I
17 live at 11819 Timber Marsh Court, Fort Myers. And I'm
18 here on behalf of The Heights Center, which is a
19 non-profit in south Fort Myers.

20 For over 15 years FP&L has provided the
21 highest quality of service to our nonprofit. They have
22 not only been our energy vendor, but they have been a
23 community partner. Regular energy audits have saved us
24 literally thousands of dollars each year which we are --
25 which allows us to put them back into use in adult

1 programs. FP&L has been a partner with us in bringing
2 more stability and opportunity into The Heights
3 community.

4 In the future, this relationship will continue
5 to grow as we build a 22,000 square foot charter school,
6 and we look forward to the energy saving suggestions we
7 receive then. We support the increase in order to help
8 ensure the highest quality service for our future and
9 the future of Lee County. Thank you.

10 **CHAIRMAN BROWN:** Thank you.

11 Commissioners, any questions?

12 Mr. Kelly, go ahead.

13 **MR. KELLY:** Does Florida Power & Light
14 contribute money or services to your organization?

15 **MR. SANGER:** Yes.

16 **MR. KELLY:** Thank you.

17 **CHAIRMAN BROWN:** Next customer.

18 **MR. KELLY:** Ms. -- I may be saying it wrong --
19 Tina Eckblad, Eckblad.

20 (No response.)

21 Mr. Garritt Pankratz.

22 **CHAIRMAN BROWN:** Good evening.

23 **MR. PANKRATZ:** Hi. Thank you for taking your
24 time to come here, and you have many more stops, I
25 understand. My name is Garritt Pankratz. Do you need

1 an address?

2 **CHAIRMAN BROWN:** Sure.

3 **MR. PANKRATZ:** 4600 Summerlin Road.
4 Telephone, (239)362-0174 is an office number.

5 I have no doubt that FPL -- and I know
6 personally -- has excellent service. We're not talking
7 about their excellent service here. We're talking about
8 their rate increase. And maybe they do deserve a rate
9 increase, but what I'm finding is that they have spent
10 the ratepayers' money very foolishly.

11 One of them is the start rate at the
12 Miami-Dade Aquifer. They've known about contamination
13 from their nuclear plant for 33 years now. They're
14 spending probably \$352 million at Turkey Point. This is
15 money that should be paid by their stockholders, not
16 their rate holders. These are the ones that should be
17 penalized, the people that have shares.

18 They're also producing a false constitutional
19 amendment for the solar initiative that's coming up.
20 They're spending a lot of money trying to create ways to
21 reduce competition. Of course, that increases profits.
22 This is not right. They should not be spending money
23 trying to knock solar out for other people.

24 I really question how they get so many people
25 to come here and speak for a rate increase. This is not

1 something you normally see citizens doing. Well, as he
2 asked each one, well, a large number of them do have a
3 connection, and I'm sure that a lot of the other ones do
4 without providing that information to you. People don't
5 come out in their evenings to say, "Oh, we want an
6 11 percent increase in our rate."

7 Yes, they probably have some need for a rate
8 increase, but as someone else said earlier, 11 percent
9 is after. It's going to be an 18 percent increase;
10 correct? Isn't that what they're proposing, and then
11 11 percent after?

12 So we have a lot of problems with how they're
13 spending our money. This early cost recovery is wrong.
14 This is something that you guys have approved for them
15 and this is something that should be ended. I have
16 yellow. Thank you for your time.

17 **CHAIRMAN BROWN:** Thank you. Just one moment.
18 Commissioners, any questions?

19 Thank you again.

20 **MR. KELLY:** The next speaker is Mr. Andy
21 Tilton, followed by Ms. -- I think it's Ms. Esther
22 Saunders.

23 **CHAIRMAN BROWN:** Good evening.

24 **MR. TILTON:** Good evening. Andy Tilton for
25 the record. Good evening, Commissioners and Madam

1 Chairman. My phone number is (863)612-4055. I reside
2 at 18810 Serenoa Court, Alva, Florida 33920.

3 I am an owner at Johnson Engineering, and
4 we're based in Fort Myers. And one of the things FP&L
5 has helped us with is on the cost savings side, I can
6 tell you between 2009 and 2015 what we pay to them at
7 that facility is reduced 52 percent. That works out to
8 about \$4,000 a month. I kind of like that on the bottom
9 line. So I appreciate the things that they do to help
10 us.

11 As a ratepayer, I like the lowest cost that I
12 can pay. I'm also a businessperson and realize that
13 there's cost to do business, and so I understand that
14 they have to make investments. I'm okay with that too.

15 I'm in favor of the rate increase, and
16 especially when I look at what it costs us to run a
17 generator for a few minutes each week to keep it in
18 operation, I really like the rate I pay for electricity
19 compared to that generator.

20 I'm a lifelong resident here in Lee County,
21 and I support their efforts to have cleaner energy.
22 I've watched them put in a new power plant that uses
23 natural gas. I like that. I sort of miss the barge
24 running up and down the river, dodging it in a canoe for
25 that No. 6 fuel oil, but I'll put up with that loss to

1 have the cleaner energy. And I thank you for your time.

2 **CHAIRMAN BROWN:** Thank you.

3 **MR. KELLY:** Is this the same Johnson
4 Engineering that was mentioned earlier that -- and
5 you work -- y'all do have work with Florida Power &
6 Light?

7 **MR. TILTON:** Yes, sir. We pay them bills and
8 they pay us bills if we do service for them.

9 **MR. KELLY:** Thank you, sir.

10 **CHAIRMAN BROWN:** Thank you.

11 Next customer.

12 **MR. KELLY:** After Ms. Saunders is Chris
13 Carpenter.

14 **MS. SAUNDERS:** Good evening, Commissioners.
15 My name is Esther Saunders, and I live at 17970 Murdock
16 Circle, Port Charlotte. And my phone number is
17 (513)465-4545. And I'm to be the new president of AARP
18 Chapter 80 in Port Charlotte.

19 I am an FPL residential customer for Port
20 Charlotte, Florida, or Charlotte County. It's always
21 given me a sense of well-being when I see that FPL has
22 sponsored or cosponsored a community betterment event,
23 but that's not the feeling I have about FPL's latest
24 rate filing. Disappointment and deep concern are more
25 like it.

1 \$1.39 billion so they can raise their profits
2 from 9.5 to 12.5, that's not even legal in Florida. The
3 worst part is that we residential and business customers
4 will have to pay for it all. It's called our monthly
5 base rate.

6 For example, if our monthly rate is \$54.86, it
7 would go up to \$68.14, a 12.5 percent increase. But
8 that's not all. If you're a residential customer, take
9 a look at your bill and find all the add-ons: storm
10 charges, fuel charges, environmental charges, and more.
11 If FPL gets its request, there will be a new charge,
12 \$2 for every household, and it's not even related to
13 energy.

14 Charlotte is not a wealthy county. We have
15 one of the largest percentage of older persons in all of
16 the USA. Many of us are living on social security.
17 Children are going to school hungry because there's no
18 food at home. Increasing number of families are being
19 forced out of homes because the rents keep rising. So
20 what happens when they can't pay their FPL bill and
21 there's no other energy source around?

22 I'm here today hoping that our Public Service
23 Commissioners will also be here and listening. At the
24 very least, we need to know why such a huge increase is
25 needed. And I thank you for your concern and for this

1 opportunity to express my concerns.

2 **CHAIRMAN BROWN:** Thank you, Ms. Saunders.

3 **MS. SAUNDERS:** Thank you.

4 **CHAIRMAN BROWN:** Thank you.

5 Commissioners, any questions?

6 Thank you again.

7 **MR. KELLY:** I called Chris Carpenter. And,
8 I'm sorry, the next speaker will be Tony Flores.

9 **MS. CARPENTER:** Hi. I'm Chris Carpenter, and
10 my phone number is (239)598-4799. My address is 579
11 105th Avenue North, Naples Park. I own and live in a
12 duplex. I live on one side. The other side I'm using
13 for storage. I have two FPL accounts. I didn't really
14 expect to speak here tonight, and so I hope I --

15 **CHAIRMAN BROWN:** We're easy. We're easy.

16 **MS. CARPENTER:** Well, after hearing some of
17 the comments here, I felt that I really had to. And so
18 if I seem a little unprepared, well, I am. Sorry.

19 Listening to some of the comments here, I
20 almost feel like I've been dealing with a different
21 company. My experience with FPL has just been
22 awful, so much so that I actually last night
23 contacted my Florida state House representative and
24 she said she'd be calling FPL for me

25 I'm going to start by just telling you of

1 the tree trimming incident. In February 2015 my
2 neighbor's power went out. FPL -- because my
3 neighbor has so many trees, so much shrubbery, FPL
4 asked me if they could drive their truck through my
5 yard to get to where they needed to trim the trees
6 and do the line work and whatever they needed to do
7 back there. And like an idiot, I said, "Sure,"
8 Because they said, "Oh, don't worry. If there's any
9 problem, we'll take care of it."

10 Well, after they were done, there were
11 ruts in my backyard. A butterfly bush that I had on
12 the side of the house had the branches ripped off of
13 it from the debris that they took from the backyard
14 through the side yard to the front. They ran right
15 over the butterfly bush and the ruts. So I called
16 FPL, and they said, "Oh, gee. We're not
17 responsible. Our subcontractor is responsible."
18 And long story short, it never got resolved. The
19 subcontractor couldn't have cared less. They told
20 FPL that they had straightened out all the ruts.
21 They did not. I mean, I went out and I took
22 pictures to say, "Here, they're still here." And on
23 the butterfly bush, they said, "Oh, well that's just
24 like pruning it." And FPL said something, "Well, I
25 guess they felt that they did all they could do and

1 the rainy season would take care of the rest of
2 this." Well, this was in February of 2015. It was
3 months till the rainy season. So I had to -- anyway
4 that was -- oh, and then because my power was turned
5 off to help my neighbor, they must have turned it
6 back on during a self-defrost cycle because it froze
7 up inside and I ended up with water in my fridge and
8 I lost everything in the freezer. Anyway, that's
9 that story. Okay.

10 **CHAIRMAN BROWN:** Thank you, Ms. Carpenter.
11 Your time is up, but I will ask you to go ahead and tell
12 us the other issues you -- service issues you have. So
13 please elaborate, if you can.

14 **MS. CARPENTER:** Okay. I'll try to be quick.
15 One, there have been a couple of outages, not
16 for long, a couple of outages, on, off, enough times
17 that I have noticed and asked neighbors if they had the
18 same problem.

19 Two, I have a streetlight problem that has not
20 been resolved.

21 Four -- three, four, I'm losing track here I
22 have so many -- I had a 45-minute phone call yesterday
23 with FPL, and I kept getting put on hold because the
24 representative did not have the answers. At the end of
25 the phone call, she was going to have somebody from the

1 service department call me to discuss this further. She
2 asked if I -- what time window I wanted for this phone
3 call. I chose between 4:00 and 8:00 p.m. Well, did
4 they honor the 4:00 to 8:00 p.m. time window? No. They
5 called me at noon today, like 12:30 today and left a
6 message on my answering machine. So you can't -- I
7 don't feel that I can trust them to do anything that
8 they say.

9 **CHAIRMAN BROWN:** Thank you, Ms. Carpenter.
10 And I do know that there are FPL representatives here
11 that are -- I'm sure they're flagging this issue and so
12 I'm sure someone will approach you as you exit the
13 podium. Thank you for your testimony.

14 **MS. CARPENTER:** Thank you very much.

15 **CHAIRMAN BROWN:** Next customer.

16 **MR. KELLY:** After Mr. Flores is Alesha Reed.

17 **MR. FLORES:** Yes. My name is Tony Flores. I
18 live at 161 Buckeye in Port Charlotte, Florida. My
19 phone number is (941)979-9296. I am an FP&L user. And
20 I'm glad -- or I thank the Commission for being here and
21 giving me the opportunity to speak. It's worth the
22 drive to come from Port Charlotte. And, yes, I am an
23 FP&L customer.

24 And from what I heard from AARP, the increase
25 would mean like a \$1.34 billion increase for -- for

1 their company. And it's hard to imagine when you
2 actually come down and try to figure out for the actual
3 user, it figures out that an increase of about \$54.86 to
4 about \$68 per -- per user. This is about a 12 percent
5 increase.

6 For about the other charges that we'll be
7 having such as fuel surcharges and increasing that, fuel
8 energy charges. And if we're hit by a storm, then we
9 have charges on that also. Are we still paying for the
10 nuclear plant that is supposed to be built?

11 What mostly bothers me is we're mostly made up
12 of elderly people and our income is fixed, yet we're
13 supposed to increase the payment that we're going to
14 have. That bothers me being a part of AARP. That's who
15 I'm representing. And my request is to reject the
16 increase.

17 **CHAIRMAN BROWN:** Thank you. Thank you for
18 your testimony.

19 Anybody have any questions?

20 Next customer, please.

21 **MR. KELLY:** After Ms. Reed is Mr. John Forr.

22 **MS. REED:** Hello. My name is Alesha Reed. I
23 am a project manager at Owen-Ames-Kimball Company that I
24 am here in regards for. Our address is 11941 Fairway
25 Lakes Drive. Phone number, (239) 561-4141. We are a

1 construction management company and general contracting
2 company, and we do all types of construction, from
3 school renovations all the way up to roads and bridges.
4 So we deal with FPL quite a bit.

5 I can say from a personal standpoint that any
6 time we are working with FPL, it is always a pleasurable
7 experience. Their cooperation, responsiveness, and
8 quality is something that O-A-K can attest to.

9 No matter the representative we are dealing
10 with on any of the projects, they're always
11 exceptionally cooperative and generous of everyone's
12 time. They are prepared, thorough, and easy to work
13 with. The representatives always show up to our
14 preliminary meetings and bring us copies of the
15 paperwork that they need filled out. They give us fast
16 responses to all of our electronic filings. And if any
17 changes are made for constructions, FPL is very
18 adaptive. This communication is a constant throughout a
19 project with FP&L, and they always have everything we
20 need on time.

21 From a construction standpoint, especially
22 during our busy season, having material readily
23 available is one of our biggest concerns, and FPL never
24 lets us down.

25 Now the owners of these projects enjoy working

1 with FPL as well. For instance, at one of the schools
2 we worked on we installed a thermal storage tank.
3 Because of the upgrade and because it's going to be so
4 much better on energy, FPL offered a rebate to that
5 school for their high efficiency tank, which is on top
6 of the energy savings they were receiving every month as
7 well. That money in turn goes back to the students and
8 our communities. Not all utility companies offer that
9 program.

10 Even in emergency situations, for example, we
11 had a car hit a pole once on one of our old jobs, the
12 pole fell into the street, FPL's response was very
13 immediate. That situation was obviously not a failure
14 in their product, and, in fact, I can say we rarely have
15 issues with FP&L's materials. If something on our
16 project breaks, even during a storm or the renovate
17 part, I'm the one that has to answer that mad phone call
18 from the owner and we have to deal with it from there.
19 With FP&L's materials, which are a huge aspect of every
20 project, it's unlike most others, and that goes a lot
21 further than you would expect with that resilience of
22 the product.

23 At Owens-Ames-Kimball we deal with many
24 different companies, even utility companies, and it's
25 always a relief to have a partner like FP&L on our side

1 because of the cooperation, responsiveness, and quality
2 of their products. We look forward to working with
3 FP&L, and I'm glad I can attest to the great qualities
4 they provide. Thank you.

5 **CHAIRMAN BROWN:** Thank you, Ms. Reed.

6 Mr. Kelly.

7 **MR. KELLY:** Is Owens-Ames-Kimball in favor of
8 the rate increase?

9 **MS. REED:** I think it deserves adequate
10 consideration.

11 **MR. KELLY:** Okay. Thank you.

12 **MS. REED:** Thank you.

13 **MR. KELLY:** And this is the last signed up
14 speaker, Madam Chair.

15 **CHAIRMAN BROWN:** Thank you.

16 **MR. FORR:** My name is John Forr. I live at
17 3634 Cassandra Drive, Punta Gorda, Florida,
18 (717)433-2817. And I am here -- I am against this
19 raise. People -- I live up in -- just a little bit
20 north of here, but, you know, I was thinking on my
21 street there's one person that works. Everybody there
22 is on a fixed income. Chances of going back to work are
23 slim and none, you know, because of their ages.

24 I was reading various news reports. You know,
25 it appears that this raise could be about \$8.50 per

1 month per household. It looks -- now I'm not completely
2 against the whole raise. I'm just against the size of
3 the raise, especially the size of the raise that is
4 pointed at the consumers, you know, the people that I've
5 just been talking about, and that's what I'm against.
6 And I understand about needing to harden the system and
7 redundancies for storms. But, again, I think that
8 there's too many people on fixed incomes that this raise
9 is going to mean a lot. The recession is over, so
10 everybody, the taxes and everybody is trying to get a
11 little more money, you know, out of the person that's
12 not going to have anymore money coming in.

13 So, you know -- I regret standing up here to
14 do this -- I also think you ought to look into the
15 people that spoke on this raise. How did they find out
16 about this meeting and were they asked to come here to
17 talk for the raise? So thank you.

18 **CHAIRMAN BROWN:** Thank you, Mr. Forr.

19 Mr. Kelly, that concludes all the --

20 **MR. KELLY:** That's everybody I have signed up.

21 **CHAIRMAN BROWN:** If there are no other
22 customers here to speak and that have signed up, I want
23 to thank you all for coming out here. A lot of you
24 drove from Naples, Alva, Charlotte County. I know it's
25 not an easy drive, especially on I-75. So thank you.

1 Thank you for staying throughout this public meeting.

2 And, Commissioners, if you'd like any
3 concluding comments.

4 We will take your comments into consideration
5 throughout the proceeding. This meeting is adjourned.

6 (Service Hearing adjourned at 7:07 p.m.)

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

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

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

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

17 DATED THIS 9th day of June, 2016.

18
19 *Linda Boles*
20 _____

21 LINDA BOLES, CRR, RPR
22 FPSC Official Hearings Reporter
23 (850) 413-6734
24
25