

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: Wednesday, June 15, 2016

TIME: Commenced at 6:00 p.m.  
Concluded at 9:01 p.m.

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PLACE: Solid Waste Authority of Palm Beach  
County  
7501 North Jog Road  
West Palm Beach, Florida 33412

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

## 1 APPEARANCES:

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

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

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

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

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

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2           **CHAIRMAN BROWN:** Good evening, everyone, and  
3 welcome to this customer service hearing in the Florida  
4 Power & Light rate case. Today is the 15th of June.  
5 And my name is Julie Brown, and I have the privilege of  
6 serving as Chairman of the Florida Public Service  
7 Commission. With me today are all the Commissioners on  
8 the Florida Public Service Commission, and I'd like to  
9 give each one of them an opportunity to welcome you all  
10 and introduce them to you, starting with my right.

11           **COMMISSIONER BRISÉ:** Good evening. My name is  
12 Ronald Brisé, and I'm privileged to serve you as one of  
13 the five Commissioners here at the Public Service  
14 Commission. And we want to hear from you. Like some  
15 would say, good, bad, indifferent, ugly, pretty,  
16 whatever it is, we want to hear from you. So thank you  
17 for being here.

18           **COMMISSIONER EDGAR:** Good evening. My name is  
19 Lisa Edgar. I'm a Commissioner here with my fellow  
20 Commissioners. I'm glad to be here this evening. Thank  
21 you all for coming. I do have a bit of a cold this  
22 evening, so I will be listening and not talking too  
23 much, but I'm glad you all came.

24           **COMMISSIONER GRAHAM:** Good evening. My name  
25 is Art Graham, and as my colleagues said, glad to be

1 here, glad you guys are all here and giving up your  
2 Wednesday evening to be participants in this process.  
3 Thank you.

4 **COMMISSIONER PATRONIS:** My name is Jimmy  
5 Patronis. Good evening. Thank you for allowing us to  
6 join you tonight. Thank you to Palm Beach County to use  
7 this nice facility, and I look forward to your  
8 testimony.

9 **CHAIRMAN BROWN:** Thank you.

10 And staff counsel, would you please read the  
11 notice at this time.

12 **MS. BROWNLESS:** Yes, ma'am. By notice issued  
13 on May 2nd, 2016, this time and place has been set for a  
14 customer service hearing in Docket No. 160021-EI,  
15 petition for rate increase by Florida Power & Light  
16 Company.

17 **CHAIRMAN BROWN:** Thank you. And we will take  
18 appearances of counsel, starting with Florida Power &  
19 Light.

20 **MR. BRYAN:** Thank you, Chairman Brown and  
21 Commissioners. I am Patrick Bryan, and I represent  
22 Florida Power & Light Company.

23 **MR. KELLY:** Good evening. My name is J. R.  
24 Kelly. I'm with the Office of Public Counsel appearing  
25 on behalf of the ratepayers of Florida Power & Light.

1           **MR. WRIGHT:** Good evening. Thank you, Madam  
2 Chairman, Commissioners. My name is Robert Scheffel  
3 Wright. I have the privilege of representing the  
4 Florida Retail Federation in this case.

5           **CHAIRMAN BROWN:** And thank you. There are  
6 other intervenor parties who are not here today, but we  
7 have these folks here who you'll get to hear a little  
8 bit more from later on.

9           First, let me begin by saying thank you. I  
10 know Commissioner Graham wanted to thank you for taking  
11 the time out of your schedules to come here. We try to  
12 accommodate a bunch of folks. We're having nine  
13 customer meetings around the state. Later in the  
14 process we will have a technical hearing where we'll  
15 take sworn testimony, witnesses, and we'll have an  
16 opportunity to evaluate the evidence, and that's going  
17 to occur at the end of August, and then the Commission  
18 will make a formal decision later in the year.

19           But we want you to know that this is your  
20 meeting. We -- you are here to tell us how you feel,  
21 tell us how you feel about the rate case, your customer  
22 service for Florida Power & Light.

23           I'd like you to note that we do have Public  
24 Service Commission staff members who I will go over real  
25 quickly. From our Accounting and Finance Department, we

1 have Bart Fletcher; Economics, we have Judy Harlow;  
2 Engineering, Tom Ballinger; General Counsel, Suzanne  
3 Brownless; Public Information Office, Cindy Muir, Dick  
4 Durbin, and Kelly Thompson; and our court reporter is  
5 Linda Boles, who is here today. And this is an official  
6 meeting, an official hearing that will be transcribed  
7 and become part of the record.

8 Later on I will swear you in, if you are  
9 interested in appearing before us and talking. If you  
10 have a question specifically for the Public Service  
11 Commission, we do have a variety of representatives here  
12 who are able to assist you after your turn to speak.  
13 We -- there are also Florida Power & Light customer  
14 representatives here to address any service issues you  
15 may have.

16 Please note that your comments will be subject  
17 to cross-examination, which means any of the  
18 Commissioners here can ask you questions as well as any  
19 of the parties. And at this time, I would ask you  
20 please turn off your cell phones or silence them. We  
21 like to run a pretty efficient meeting here. We  
22 certainly appreciate the professional nature of the  
23 meeting, so we would ask that you refrain from any such  
24 outbursts, clapping or the such so that we can hear, our  
25 court reporter can transcribe the meeting accurately.

1 So we appreciate that.

2 You may have noticed the sign-up forms when  
3 you came in earlier to sign up. If you have not done so  
4 and you'd like to speak, please go back out there and  
5 sign up, although we will absolutely consider written  
6 comments as well. And so there's a comment form. You  
7 can fill out your comments, you can submit them to us  
8 today, you can mail them in, you can take them home and  
9 give them to your neighbors. But whether you testify  
10 orally or in writing, this Commission will absolutely  
11 consider all of your comments in our final  
12 determination.

13 And now I'd like to invite the parties and the  
14 intervenors to present brief opening statements in the  
15 following order: Florida Power & Light, Office of  
16 Public Counsel, and then Florida Retail Federation. The  
17 petitioning party, Florida Power & Light, has six  
18 minutes and may reserve a portion of its time to respond  
19 after the intervenors have made their statements; Office  
20 of Public Counsel also has six minutes; and the  
21 remaining intervenor, Florida Retail Federation, will  
22 have three.

23 So you have the floor, Florida Power & Light.

24 **MR. BRYAN:** Good evening again. Before you  
25 hear from Eric Silagy, who is FPL's president and CEO, I

1 wanted to briefly let you know that, as the Chairman  
2 indicated, we have several customer service  
3 representatives available in the building tonight. If  
4 you have a question about your bill or a problem with  
5 your service, they're available to meet with you. They  
6 have their computers all fired up and can get your  
7 account information, and we'll be able to help you  
8 hopefully tonight. They're located in the employee  
9 lounge. If you go out these doors, I think you make two  
10 rights. There are folks that can help direct you. With  
11 that, Eric.

12 **MR. SILAGY:** Thank you, Pat.

13 **CHAIRMAN BROWN:** Mr. Silagy, we do have a  
14 timer right there.

15 **MR. SILAGY:** Thank you. I appreciate that. I  
16 will do my best to be a little more efficient this time.  
17 And with your permission, Madam Chair, I'd like to  
18 address the audience.

19 So, again, thank you all for being here this  
20 evening. We appreciate you taking the time. I know  
21 it's time out of your busy schedule as well as you,  
22 Commissioners, and you, Commissioner Edgar, I know  
23 you're not feeling very well.

24 You know, as part of our -- we propose a  
25 four-year base rate increase, and as part of that plan

1 on deciding whether or not it's appropriate to do that  
2 going forward, I think it's important and I want to  
3 actually talk to you a little bit about our history,  
4 about what we've done, and why we'd like to continue on  
5 the path that we're on.

6 You know, for the last ten years we have been  
7 on a steady march of trying to get our bills down,  
8 investing in technology, being more efficient, and  
9 providing you even better reliability, and the track  
10 record is pretty remarkable in many respects. Now many  
11 of you may not know it, but there's actually  
12 55 utilities, electric utilities in Florida. We  
13 benchmark ourselves against every single utility in  
14 Florida, and I also measure us against every single  
15 utility in the United States.

16 Out of 55 electric utilities in Florida, you,  
17 as an FPL customer, pay the lowest bill in the state and  
18 you have for six years in a row. Fifty of the electric  
19 providers here in Florida are non-profits by definition.  
20 They're municipals or cooperatives. We are a for-profit  
21 company. We have investors. They expect a dividend.  
22 Tens of thousands of them are Floridians who rely on  
23 that dividend every quarter, especially during the Great  
24 Recession, to make sure they can make ends meet. We're  
25 very proud of the fact that we have paid a dividend to

1 our investors.

2 Later on you're going to hear from other  
3 folks, lawyers from Tallahassee, who are going to be  
4 telling you why we do not deserve any increase. They're  
5 going to throw out some big numbers, and they are big  
6 numbers because we're a big utility. We serve the third  
7 largest state in America. Ten million people rely on  
8 our power.

9 We've been investing \$3- to \$4 billion a year  
10 in the infrastructure at FPL every year to give you  
11 affordable and reliable service, and now we have to pay  
12 for that. Our plan is to do that going forward, to  
13 continue to invest in technology that will allow us to  
14 be even more efficient and provide even better service.

15 So what's the impact? Again, you're going to  
16 hear a lot of big numbers thrown out, but what you  
17 really care about are the bills you pay. In the last  
18 ten years, your bill is down 15 percent, 15 percent  
19 reduction in your bill in the last ten years. How many  
20 things can you go to the store and buy today that's  
21 15 percent less than it was in 2006? Well, your FPL  
22 bill is down that much, and it's not by accident. A lot  
23 of other things have happened. A lot of other costs  
24 have gone up. We're not immune to cost pressures. Food  
25 is up 28 percent, medical is up 38 percent, cost of

1 living increases on people's social security is up  
2 19.9 percent in that exact same period of time, and yet  
3 our bill is down 15 percent because we've invested in  
4 technology, we've tightened our own belts, and we've  
5 made sure that we can be as efficient as possible.

6 Now some will say, well, you must have  
7 suffered on reliability. Wrong. Our reliability is  
8 actually the best in Florida by far. We're actually  
9 44 percent better than the national average.

10 Customer service, people say, "Well, what  
11 about customer service?" We won national awards for the  
12 best in customer service for a decade every year in a  
13 row. And our emissions profile is the cleanest of any  
14 electric generator in Florida -- excuse me -- in the  
15 southeast and among the country. We're all breathing  
16 cleaner air because we've invested in technology.

17 In 2001, FPL burned more oil than any utility  
18 in America to generate electricity: 41 billion barrels  
19 that year. We made a decision then to try to change our  
20 ways, to invest in technology, to wean ourselves off of  
21 foreign imported oil, and to be cleaner. Now some of  
22 the same people you're going to hear from tonight  
23 opposed us or didn't support us along the way, and yet  
24 we got permission to do it. We stayed the course and we  
25 invested. Last year we burned almost none. We've

1 reduced oil consumption by nearly 99 percent. That's  
2 about \$3 billion a year of your money that we're no  
3 longer sending overseas to people that don't support us  
4 sometimes or, even worse, fund people who hate us, and  
5 I'm proud of that. But that didn't happen by accident.  
6 It happened because we were able to be supported by the  
7 Commission to make those investments.

8 We made those investments wisely, we brought  
9 the plants online on time and under budget, and your  
10 bills have gone down. As a customer, you've saved  
11 \$8 billion in fuel costs because of that. Not because  
12 fuel prices have gone down, but because we're burning  
13 less of it. We're investing in solar, we're investing  
14 in smart grid, and it's making a difference.

15 Look, we're not perfect. We're a company of  
16 human beings, a lot of very dedicated human beings, but  
17 we're continuing to push ourselves to invest in  
18 technology and to learn about how we can do a better  
19 job, and this rate case is about our ability to continue  
20 to do that.

21 We're asking for your support to continue to  
22 invest so we can continue to have low bills. The  
23 projection is if we get 100 percent of what we ask for  
24 in our rate case, our bills at the end of 2020 will be  
25 less than they were in 2006. I think that's a pretty

1 good deal. At the same time we'll be investing billions  
2 of dollars into Florida's economy.

3 So I appreciate you being here tonight, we  
4 appreciate you giving us the feedback because that's the  
5 only way we'll get better, and we thank you very much.

6 Commissioners, thank you.

7 **CHAIRMAN BROWN:** Thank you. Almost  
8 six minutes exactly. Good job.

9 All right. The Office of Public Counsel has  
10 the floor.

11 **MR. KELLY:** Thank you, Madam Chair.

12 Good evening. I'm the Tallahassee lawyer  
13 that's going to talk to you and throw out some of those  
14 big numbers that Mr. Silagy was just talking about.

15 Again, my name is J.R. Kelly. I'm with the  
16 Office of Public Counsel, and we have the honor of  
17 representing all the ratepayers of Florida Power &  
18 Light, not just the residential, but all the  
19 commercial -- excuse me -- ratepayers as well as the  
20 industrial ratepayers. And we're here today because  
21 Florida Power & Light's asked for a rate increase of  
22 approximately \$1.3 billion over three years. They want  
23 866 million starting next year, 262 million the  
24 following year, and then 209 million in mid 2019, and  
25 what that translates to is an approximate 23 percent

1 increase over the current base rates.

2 Now Mr. Silagy mentioned that the rates,  
3 overall rate you pay is lower than it was years ago, and  
4 that's absolutely right, but, folks, that's due to the  
5 lower cost of fuel, not everything, but the lower cost  
6 of fuel because natural gas today is much, much cheaper.  
7 If natural gas goes up, your rate is going to go up  
8 accordingly.

9 Now some of the issues that we've identified  
10 in this case, and we are still identifying many more  
11 that we're going to litigate, are, number one, what we  
12 believe to be excess profit. Florida Power & Light is  
13 asking for an 11 percent return on equity. And, folks,  
14 we just believe that after-tax profit is excessive and  
15 too high, especially compared to what other utilities  
16 around the nation are earning and other utilities around  
17 Florida are earning.

18 Our expert is currently preparing testimony,  
19 and he's going to be recommending a fair and reasonable  
20 return of below 9 percent. Now 9 percent in today's  
21 economy, folks, is still very, very generous.

22 What does that mean to you, the ratepayers?  
23 Here's the first big number I will throw out. One  
24 percent, or 100 basis points, means that you as a  
25 ratepayer pay 100 -- excuse me -- \$240 million more per

1 year. That's pure profit that goes to the shareholders  
2 of Florida Power & Light.

3 Another issue that we've identified is capital  
4 structure. Now capital structure, what I talk about is  
5 when a corporation raises money, raises capital, they do  
6 it two ways: They either sell stock, that's called  
7 equity capital; or they borrow money or sell bonds,  
8 that's called debt capital. Equity capital is more  
9 expensive than debt capital, so you would expect a  
10 prudent utility to balance out their portfolio so that  
11 you, the ratepayers, pay as less toward their cost of  
12 capital as you can.

13 Let's look at this case. Florida Power &  
14 Light's own expert is recommending 11 percent, uses a  
15 proxy group of comparable utilities from around the  
16 United States, and they have an equity ratio of  
17 48 percent.

18 Second, let's look at Florida Power & Light's  
19 parent, NextEra. They have an equity ratio of  
20 44 percent. FPL is asking this Commission to approve an  
21 equity ratio of 60 percent.

22 Now what does that mean to you? Second big  
23 number. That difference can be worth a lot of money.  
24 Our expert is going to be recommending a 50/50  
25 debt-to-equity ratio. That 10 percent, or ten basis

1 points, difference will be \$359 million less you, as a  
2 ratepayer, would pay to Florida Power & Light.

3 Florida Power & Light is also asking for a  
4 performance adder of .5 percent, or 50 basis points.  
5 That's above the 11 percent. So that would take their  
6 return on equity to 11.5 percent. They're asking  
7 that -- for that because they have, one, the lowest  
8 rates in Florida and they're a well-run utility. Folks,  
9 we don't argue that fact at all. However, they're  
10 required under state law to provide safe, adequate, and  
11 reliable service at the least possible cost. They're  
12 doing what they're required to do and you are already  
13 paying for it. That .5 percent added to them is nothing  
14 but pure profit of \$120 million a year.

15 Now there are some other areas we are going to  
16 identify. I cannot tell you tonight what they are, but  
17 our experts are looking at them. We have contracted  
18 with seven expert witnesses that will be testifying on  
19 your behalf, and they will be providing testimony next  
20 month.

21 Now what this case is not about, folks, this  
22 case is not about personalities. Many of you are here  
23 tonight to testify, and I'm glad you're here to testify,  
24 Florida Power & Light is a good company, a well-run  
25 company. Folks, I don't argue that. I have a lot of

1 friends at Florida Power & Light. I respect their  
2 personnel, Mr. Silagy and his entire team. They are  
3 good men and women. However, that's not what this case  
4 is about. This case is about Florida Power & Light  
5 providing testimony to this Commission to prove that  
6 everything they're asking for is reasonable and prudent,  
7 and we will insist that the Commission hold them to that  
8 burden.

9 Now how can you help tonight? I am so  
10 thankful that you've taken time out of your schedule to  
11 show up tonight and testify. We want to hear from you;  
12 the Commission needs to hear from you. And, again,  
13 whatever you have to say, good, bad, indifferent, it's  
14 important that you share this podium up here tonight and  
15 say how this rate impact may affect you and how you feel  
16 about the quality of service that Florida Power & Light  
17 gives you. Thank you again so much, and I look forward  
18 to your comments.

19 **CHAIRMAN BROWN:** Thank you.

20 We will now hear from Mr. Schef Wright from  
21 the Florida Retail Federation. Just one second. This  
22 fancy device.

23 You have the floor.

24 **MR. WRIGHT:** Good evening. My name is Schef  
25 Wright, and I'm another one of these Tallahassee lawyers

1 to whom Mr. Silagy referred; however, I was born in  
2 Miami 66 years ago. I've lived 57 of my wonderful  
3 life -- 57 years of my wonderful life in this wonderful  
4 state. I love this state. I don't ever want to leave.  
5 I write songs about Florida, and that's not an  
6 exaggeration.

7 I've worked in energy matters in Florida for  
8 the last 35 and a half years, including service in  
9 Governor Bob Graham's Energy Office and service for  
10 seven years on the staff of the Florida Public Service  
11 Commission before I got a break and went to law school.  
12 I have the privilege of being here tonight to represent  
13 the Florida Retail Federation.

14 The federation is a statewide organization  
15 of more than 8,000 members, including the largest  
16 groceries, pharmacies, big box stores, electronic stores  
17 and so on, to literally thousands of mom and pop  
18 establishments. We, the Retail Federation, represent  
19 consumers. We represent our member stores. We  
20 represent the interests of you, our customers, just like  
21 the Public Counsel does. We work very closely with the  
22 Public Counsel in advocating for and fighting for, where  
23 necessary, the lowest possible rates that will still  
24 enable Florida Power & Light and every other utility in  
25 Florida to do its job of providing safe, adequate,

1 reliable service at a reasonable cost.

2 I do want to put a little meat on the bones  
3 that Mr. Kelly mentioned about the price of natural gas.  
4 In 2008, eight years ago, the price of natural gas this  
5 month in June of 2008 was \$13 a million Btu. Today it's  
6 less than three. In 2005, it was \$12 a million Btu.  
7 Today it's less than three. That is a huge part of the  
8 reason that FPL's bills are as low as they are. We are  
9 blessed and FPL is a well-run company and they have a  
10 wonderful fleet of efficient gas-fired power plants, but  
11 if the price of gas goes up, your rate is going to go  
12 up.

13 In June of 2008, FPL was beating down the  
14 doors at the PSC asking for more than \$700 million of  
15 additional ratepayer money to pay for higher natural gas  
16 costs. We stood up and said, no, at least make them  
17 incur the cost first, and the PSC kind of split the baby  
18 and gave them what they had already spent but not  
19 anything more. Luckily the price of gas came down.  
20 I've got to hurry now.

21 We oppose FPL's request. With no rate  
22 increase at all next year, FPL's own numbers show that  
23 they can cover all their costs, pay all their debt cost,  
24 and still pay all their employees, and still make  
25 \$1.6 billion in profits. That's plenty. An 11.5

1 percent return after taxes is 18.7 percent below taxes.  
2 That's excessive. Even a 9 percent return is 14.5  
3 percent. That's plenty. When all the evidence is in,  
4 we join the Public Counsel in believing that the  
5 evidence will show that Florida Power & Light can do its  
6 job.

7 **CHAIRMAN BROWN:** Thank you.

8 **MR. WRIGHT:** Provide safe, adequate, reliable  
9 service at the lowest possible cost with no rate  
10 increase. Thank you.

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

12 And, Mr. Bryan, I believe you have an exhibit.

13 **MR. BRYAN:** Yes. Thank you, Chairman. I have  
14 two affidavits of publication from two -- I'm sorry --  
15 two newspapers of general circulation, the Palm Beach  
16 Post and Treasure Coast newspapers. These affidavits  
17 demonstrate that FPL advertised this West Palm Beach  
18 service hearing to the general public in accordance with  
19 the Commission's instructions.

20 Shall I give it to Mr. Durbin?

21 **CHAIRMAN BROWN:** Yes, please. And they will  
22 be labeled as Exhibit 4.

23 (Exhibit 4 marked for identification.)

24 **MR. BRYAN:** Thank you.

25 **CHAIRMAN BROWN:** Thank you. Now we're moving

1 into the most important part of this service hearing,  
2 and that is the customer public comment portion. We  
3 want to give every customer an opportunity to speak, so,  
4 please, for those of you that have trickled in, if you  
5 do intend to speak, please make sure you sign up  
6 outside. Each person will be given three minutes to  
7 speak. And we're not going to use this big, scary timer  
8 over here. You have actual lights right on the podium.  
9 And when it gets to yellow, it means that you should be  
10 wrapping up your time. When it gets to red, we ask that  
11 you please stop because we need to be considerate. We  
12 have a lot of folks here today that want to testify, and  
13 so please be considerate of using only your allotted  
14 time. And I will unfortunately have to stop you.

15 We'll be swearing all of you in at the same  
16 time. So if you intend to speak tonight, please stand  
17 with me and raise your right hand. That's a lot.

18 Do you swear or affirm that the testimony  
19 you're about to provide is the truth in this matter?

20 (Collective affirmative responses.)

21 (Witnesses collectively sworn.)

22 Thank you. You may be seated.

23 Okay. I'm going to give some specific  
24 instructions, so please listen. And, again, for those  
25 of you that have come in, please mute your phones or

1 other electronic devices so as not to interrupt the  
2 meeting. Again, this is an official hearing. It is  
3 being transcribed by our court reporter, so please speak  
4 clearly so that she can hear you.

5 All right. When you come to the microphone,  
6 we'd like -- we'd ask that you state your name, your  
7 telephone number, your address, and whether or not  
8 you're an FPL customer or not. As I said, she is  
9 transcribing your testimony and they will become part of  
10 the official record.

11 Mr. Kelly, Public Counsel, will be calling  
12 your name up when it is your turn to speak in the order  
13 in which you signed up.

14 But we do have an elected official here, and  
15 I'd ask at this time for Dr. Daniel Comerford, if I  
16 pronounced it correctly, to come to the podium. And  
17 welcome.

18 **MAYOR COMERFORD:** Thank you. Daniel J.  
19 Comerford, III, 237 Beacon Lane, Jupiter Inlet Colony.  
20 Telephone number, area code (561) 676-4532.

21 Madam Chairman, Honorable Commissioners, thank  
22 you for the opportunity to speak before you this evening  
23 about the proposed rate increase. As the mayor of the  
24 small town of Jupiter Inlet Colony in the northern Palm  
25 Beach County and an elected official for over a dozen

1 years, I would like to tell you that I believe that the  
2 rate increase is justified. FPL's investment in clean  
3 energy and modern power plants comes at a price, albeit  
4 a modest incremental price. FPL's investment is good  
5 for the environment, good with carbon emissions that  
6 will be saved, good for the economy with all the jobs  
7 that will be created, and good for breaking our  
8 independence on foreign oil.

9 The Town of Jupiter Inlet Colony has also made  
10 an investment, as many of you probably know. Following  
11 the devastating hurricanes of 2004 and 2005, we began  
12 planning for undergrounding all of our utilities in our  
13 small town, quite an undertaking for a town of our size  
14 and financially impossible without our partners at FPL,  
15 who are offering a 25 percent credit for a contribution  
16 in kind of construction, CIAC, CIAC.

17 Thanks to the wisdom and foresight of this  
18 Public Service Commission and Ms. Edgar, who was sitting  
19 on the Commission at that time -- thank you -- the CIAC  
20 was approved and we were able to move forward with our  
21 \$3 million undergrounding project, which I will say came  
22 in under budget and on time because we were able to work  
23 with our partners at FPL, who were active throughout the  
24 design, engineering, and construction phasing of that  
25 project. And I am pleased to report on the outstanding

1 safety and reliability and aesthetics of that project  
2 which was finished in 2012.

3 Prior to undergrounding, we experienced  
4 frequent power interruptions because of our close  
5 proximity to the ocean and the salt buildup on our power  
6 lines, and since undergrounding, we have experienced one  
7 power interruption which lasted exactly seven seconds.

8 Okay. Our investment has definitely paid off,  
9 and I urge you to support FP&L's investment in our  
10 future. Thank you for your time this evening.

11 **CHAIRMAN BROWN:** Thank you, Dr. Comerford. My  
12 understanding is you'd like to submit written comments  
13 as part of the record.

14 **MAYOR COMERFORD:** Yes, I would, please.

15 **CHAIRMAN BROWN:** Okay. And Mr. Durbin right  
16 here, and they will be labeled as Exhibit 5.

17 **MAYOR COMERFORD:** Thank you.

18 (Exhibit 5 marked for identification.)

19 **CHAIRMAN BROWN:** Sir, just a second.  
20 Commissioners, do you have any questions of  
21 Dr. Comerford?

22 Okay. Mr. Kelly has a question.

23 **MR. KELLY:** Mr. Mayor, thank you for being  
24 here tonight. Are you speaking on behalf of the entire  
25 elected officials of Jupiter Inlet Colony?

1           **MAYOR COMERFORD:** I am, yes.

2           **MR. KELLY:** Y'all have voted in favor of the  
3 rate increase?

4           **MAYOR COMERFORD:** Yes.

5           **MR. KELLY:** The entire commission?

6           **MAYOR COMERFORD:** Yeah. We didn't take a  
7 formal resolution, but we are in favor of it, yes. I  
8 did poll them.

9           **MR. KELLY:** Okay. Did -- has there been any  
10 kind of polling of the citizens of Jupiter Inlet Colony?

11           **MAYOR COMERFORD:** No formal polling, no.

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

13           **MAYOR COMERFORD:** Okay.

14           **CHAIRMAN BROWN:** Thank you. Thank you for  
15 your testimony.

16           At this time, Mr. Kelly is going to start out  
17 with the first customer name. He'll also call two  
18 people so that the second person could be on deck.

19           Mr. Kelly, your first customer, please.

20           **MR. KELLY:** The first customer is Ms. (sic)  
21 Leslie Telford, followed by Mr. Charles Gerardi.

22           **CHAIRMAN BROWN:** I do want to remind folks  
23 here today, you don't necessarily have to use your full  
24 three minutes, but you do have three minutes. So thank  
25 you.

1 Good evening.

2 **MR. TELFORD:** Good evening. I was just  
3 reminding it's not Ms., it's Mr. But that's okay.

4 My name is Leslie, L-e-s-l-i-e, Telford. I  
5 live at 6950 Springville Cove, Boynton Beach, Florida  
6 33437, and I'm here tonight to voice my objection to  
7 FPL's petition for base rate increase. I feel  
8 23 percent increase proposal is too high and unjustified  
9 for a customer using 1,000 kilowatt hours per month,  
10 which is an increase of \$13.61. 1.34 billion proposal  
11 is a massive amount to review in one rate increase.

12 Part of the rate increase proposal includes an  
13 additional \$2 fixed charge per household, which is  
14 unrelated to electric usage. The request would also  
15 increase FPL's allowed profit return on equity to  
16 12.5 percent, which is far above the national average.

17 And finally, I'd like to ask the Commission if  
18 the investors, who are now getting 9 percent, if they do  
19 not get the 12.5 percent, are they going to turn in  
20 their investments? If they are, could you please  
21 contact me? Thank you.

22 **CHAIRMAN BROWN:** Thank you. Just a second,  
23 please.

24 Commissioners, any questions?

25 Thank you for your testimony.

1           **MR. TELFORD:** Okay. Thank you.

2           **MR. KELLY:** Mr. -- now you got me scared.

3           Mr. Gerardi, followed by Scott Pittenger.

4           **CHAIRMAN BROWN:** Good evening.

5           **MR. GERARDI:** Good evening. Good afternoon,  
6           Commissioners, Madam Chair. My name is Charles Gerardi.  
7           I'm a resident of Palm City, Florida, 5923 Southwest  
8           Longspur Lane. Telephone, (561)307-2091. I've been a  
9           residential customer of Florida Power & Light since  
10          2001, but I'm also here this evening speaking as  
11          president and CEO of the Economic Council of Martin  
12          County, a volunteer business leadership and advocacy  
13          organization of some 55 member companies of which  
14          Florida Power & Light is one of those. And I'm here  
15          tonight with the unanimous support of our board of  
16          directors to speak in support of the base rate increase.

17                   As one of the largest taxpayers in Martin  
18          County, the business community appreciates all that FP&L  
19          has done for our community, including their investment  
20          in clean solar energy to protect our future and their  
21          recent commitment to expand their materials facility in  
22          Martin County.

23                   With regard to the base rate increase, clearly  
24          no one looks forward to a utility's rate increase.  
25          However, in times of weather emergencies, it's certainly

1 reassuring to know that our electric infrastructure is  
2 safe, reliable, and secure.

3 In my 15 years in the community, FP&L has  
4 demonstrated its commitment to building a stronger and  
5 smarter grid to deliver electricity during good weather  
6 and bad, and, in fact, during the past five years has  
7 improved its service reliability to customers by more  
8 than 25 percent. And they've certainly come a long way  
9 since the dark days of 2004 when we went without power  
10 for 15 days after Frances, Charley, Jeanne -- Ethel, Sue  
11 (phonetic).

12 It's also reassuring to know that the  
13 investment we make as business and residential customers  
14 is being put to good use building a grid that's more  
15 resilient to storms like Charley, Frances, Ivan, Jeanne,  
16 Wilma, and others that we've experienced since 2004.

17 FPL also recently announced plans to invest  
18 upwards of 1.7 billion over the next three years to  
19 improve the overall resiliency of their system by  
20 hardening the main distribution power lines serving  
21 their critical facilities as well as their power lines  
22 to smaller neighborhoods like mine.

23 In Martin County specifically, FP&L will be  
24 upgrading eight main power lines, including those  
25 serving important community facilities and key

1 thoroughfares to help recover more quickly from outages.  
2 They're also deploying thousands of smart switches to  
3 improve performance in their system throughout Martin  
4 County. And, in fact, in my daily commute from my home  
5 to my office, I've seen considerable work being done  
6 replacing outdated wooden poles with more durable  
7 concrete ones.

8 As a homeowner and residential customer of  
9 FP&L as well as a business leader representing many of  
10 Martin County's most prominent businesses, we commend  
11 Florida Power & Light for their exceptional track record  
12 of reliability, and we support their desire to increase  
13 base rates to build a clean, strong, efficient, reliable  
14 grid for the future. Thank you.

15 **CHAIRMAN BROWN:** Thank you.

16 Commissioners, any questions?

17 Mr. Kelly.

18 **MR. KELLY:** Thank you, Mr. Gerardi, for being  
19 here tonight. Florida Power & Light is a member of your  
20 economic council?

21 **MR. GERARDI:** Yes, sir.

22 **MR. KELLY:** Do they contribute to your council  
23 either monetarily directly or indirectly?

24 **MR. GERARDI:** Yes, sir. They pay annual dues.

25 **MR. KELLY:** Okay. And does -- and I believe

1 you said your council voted unanimously to support this  
2 rate increase?

3 **MR. GERARDI:** Board of directors, yes.

4 **MR. KELLY:** Okay. Do y'all support anything  
5 above what is considered a fair and reasonable rate of  
6 return?

7 **MR. GERARDI:** That was not specifically  
8 discussed.

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

10 **MR. GERARDI:** You bet.

11 **CHAIRMAN BROWN:** Thank you for your testimony.  
12 Next customer, please.

13 **MR. KELLY:** After Mr. Pittenger is Mr. --  
14 excuse me -- Roberta, I think it's Turney (sic).

15 **CHAIRMAN BROWN:** Good evening.

16 **MR. PITTENGER:** Scott Pittenger, 138 Seabreeze  
17 Circle.

18 **CHAIRMAN BROWN:** If you could speak into the  
19 microphone, please.

20 **MR. PITTENGER:** 138 Seabreeze Circle, Jupiter  
21 33477, (561)315-0431. And this will be pretty and  
22 short. I've been a customer since '89 and haven't had  
23 any problems. You know, we've had the hurricanes and  
24 whatnot and things got taken care of well. I know some  
25 people that work for FPL, and they're hard workers.

1           **CHAIRMAN BROWN:** Closer.

2           **MR. PITTENGER:** Hard workers. And been out to  
3 dinner with one on a Sunday night and he's getting  
4 calls, putting -- you know, trying to get power going on  
5 and stuff like that.

6           And just I work next to the plant in Riviera  
7 Beach where I saw it imploded, exploded, whatever, a few  
8 years ago, and saw them haul all that stuff off and  
9 rebuild it, and it just seems kind of amazing. And, you  
10 know, if they're doing stuff like that all over, that  
11 costs a ton of money, and just putting in those concrete  
12 poles up in North Palm Beach and Juno Beach. So I think  
13 they deserve it.

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

15           Commissioners, any questions?

16           Mr. Kelly.

17           **MR. KELLY:** Mr. Pittenger, you said you  
18 support their rate -- request for a rate increase?

19           **MR. PITTENGER:** Yeah.

20           **MR. KELLY:** Okay. Were you asked to come  
21 speak tonight?

22           **MR. PITTENGER:** Yes.

23           **MR. KELLY:** Okay. By somebody from Florida  
24 Power & Light?

25           **MR. PITTENGER:** Correct.

1           **MR. KELLY:** Okay. Thank you, sir.

2           **CHAIRMAN BROWN:** Thank you.

3           Next customer, please.

4           **MR. KELLY:** After Ms. -- and I apologize -- is  
5           it Turney?

6           **MS. JURNEY:** No, it's Journey.

7           **MR. KELLY:** Journey. I'm sorry.

8           **MS. JURNEY:** That's fine.

9           **MR. KELLY:** Will be Mr. Andrew Duffell. I'm  
10          having a hard time tonight. I apologize.

11          **CHAIRMAN BROWN:** You are a little off tonight,  
12          aren't you? Just joking.

13          Good evening.

14          **MS. JURNEY:** Good evening. Good evening. My  
15          name is Roberta Journey. The address is 987 45th Street,  
16          West Palm Beach, Florida. Home number is (561)494-0515.

17                 I'm the CEO of Quantum House. Quantum House  
18          is your local hospital hospitality house. What we do is  
19          take care of families who have children with a serious  
20          medical condition. We provide lodging and care for  
21          these families while they're in town to have their  
22          children looked after.

23                 And we do work with Florida Power & Light from  
24          a volunteer perspective, I want you to know that, and  
25          they have supported the house over the years. But I'm

1 here to speak to their customer service.

2 We opened our doors in May of '01 and we've  
3 been serving families from all across the world. We've  
4 had ten rooms where we could take care of these  
5 families. And through the hurricanes and all the bad  
6 weather that we've had, I think our interruption of  
7 service was maybe a day and a half. And for those  
8 families that have children that are hanging on by a  
9 thread in the hospital, that's been nothing but a  
10 lifesaver to know that they could depend on us and  
11 depend on those people from Florida Power & Light to  
12 make sure that their lives were going on as normally as  
13 possible.

14 And for a small charity like us -- we just had  
15 a big project and we opened up another 20 rooms for our  
16 families, so we'll be serving another 1,000 family  
17 members a year. And you have to know that the folks at  
18 Florida Power & Light were in and made sure that that  
19 house is done beautifully. And we had absolutely no  
20 interruption of service while we were caring for these  
21 families, and it was a very difficult family -- very  
22 difficult summer with families in town with kids that  
23 were very sick and very ill. And I commend them so  
24 highly for coming in there and doing their job.

25 And, Mr. Kelly, you said they should be doing

1 their job, they're getting paid for it, but you know as  
2 well as I do a lot of people get paid for their job and  
3 they don't do it right. So we fully endorse their  
4 getting this rate hike. They take their job very  
5 seriously and they do a remarkable job.

6 **CHAIRMAN BROWN:** Thank you, Ms. Journey.

7 Commissioners, any questions? And thank you  
8 for the good work you do for the charity.

9 **MS. JURNEY:** Thank you. Thank you.

10 **CHAIRMAN BROWN:** Next customer.

11 **MR. KELLY:** After Mr. Duffell is Mr. Jonathan  
12 Flatel (sic.)

13 **MR. DUFFELL:** Good evening, Chair Brown and  
14 members of the Commission. My name is Andrew Duffell.  
15 My address is 9015 Picot Court, Boynton Beach, Florida  
16 33472. Telephone number, (561)324-0727. And I  
17 appreciate the opportunity to address you this evening  
18 and discuss the request of FPL to increase its rate.

19 Before getting to my opinions, I would like to  
20 tell you that I'm appearing before you as a private  
21 citizen in an entirely personal capacity; however, my  
22 employment is with the Florida Atlantic Research &  
23 Development Authority, which is a special district in  
24 Boca Raton which runs the research park at FAU. The  
25 Authority has not discussed this topic, and I don't

1 envision it taking it up because it's well outside the  
2 scope of the Authority's business, and, therefore, I am  
3 not representing the Authority at all.

4 I know several employees of FPL, and I was  
5 made aware of this meeting by them and asked to come or  
6 given the opportunity to come by them. I've not been  
7 offered any kind of compensation or neither has my  
8 employer for appearing this evening. And I will note  
9 that FPL was a sponsor of an event that the research  
10 park held in 2015 along with 17 other companies.

11 My personal position is that in order for FPL  
12 and the FPL service region and the state of Florida to  
13 have advanced infrastructure that is capable of  
14 accommodating both our extreme weather events as well as  
15 the increasing population demand and the complexities of  
16 the dynamic uses of power that we each individually use,  
17 that FPL must consistently invest in that infrastructure  
18 as well as in research and development. Florida has  
19 grown significantly in the last decade both in terms of  
20 pure numbers of residents and in its businesses.  
21 Coupled with a favorable tax rate and regulatory  
22 environment that has been created and maintained here,  
23 the fact that FPL's cost to consumers is the lowest in  
24 Florida makes living and working in FPL's service region  
25 easier than many other places.

1           If FPL were not to invest in the technologies  
2 and grid infrastructure, our state would not be able to  
3 welcome the many new residents that have arrived in  
4 recent years or the new businesses that have relocated  
5 here or started here and our overall tax burden would be  
6 higher by necessity.

7           FPL has made those investments and has  
8 accommodated the additional usage so that we can spread  
9 costs over a greater number of people. Without the  
10 ability to allocate and share the cost of consistent  
11 R&D, capital investment and maintenance by any company  
12 would eventually taper off and -- because these  
13 expenditures are too much to bear as a company tries to  
14 simply survive. So we're fortunate to have a utility  
15 like FPL that recognizes the importance of community  
16 involvement and that we, as Floridians, have a forum  
17 like this to judiciously weigh rate increases in the  
18 sunshine.

19           Nobody likes to pay more for anything;  
20 however, if paying a little more as a consumer means  
21 that we have better power lines, innovative ways of  
22 generating power safely, then I will pay a little more  
23 with no complaint. So I recommend that you grant this  
24 FPL rate increase.

25           **CHAIRMAN BROWN:** Thank you.

1 Commissioners, any questions?

2 Mr. Kelly.

3 **MR. KELLY:** Yeah. Mr. Duffell, I just want to  
4 make sure, did you say that -- I understand you're not  
5 appearing on behalf of the Authority. Did you say that  
6 Florida Power & Light has donated money or other  
7 services to your Authority?

8 **MR. DUFFELL:** It was a sponsor of an event in  
9 October of last year.

10 **MR. KELLY:** Okay. Thank you, sir.

11 **CHAIRMAN BROWN:** Thank you for your testimony.  
12 Mr. Kelly, next customer.

13 **MR. KELLY:** After Mr. -- is it Flatel?

14 **MR. FLAH:** Flah.

15 **MR. KELLY:** Flah.

16 **MR. FLAH:** Sorry my writing is so lousy.

17 **MR. KELLY:** Will be Mr. Dennis Grady.

18 **MR. FLAH:** Jonathan Flah, 1212 Essex Drive,  
19 Wellington, Florida, (561)601-1192. I made several  
20 notes listening to all the speakers prior, and, you  
21 know, we all don't want rate increases. We all don't  
22 feel like we should have to spend anymore money, but in  
23 reality we do. And when I hear a public company, it  
24 makes me think -- and I was really very glad when Eric  
25 brought up dividends. Because when I think about this,

1 I think about the majority of the employees that are  
2 working in Florida, the restaurant association people,  
3 hopefully they're all giving their employees 401k's and  
4 enough money so they can have IRAs. I guarantee you if  
5 y'all go home tonight and look at your 401k's, one of  
6 your mutual funds is invested in FPL. So wouldn't we  
7 all want to increase our dividends?

8 I know many, many senior citizens that live  
9 day in and day out on their dividend checks. If we  
10 continue reducing the profit amount that FP&L has in  
11 their coffers, it will reduce dividends. I am not a  
12 stock broker. I am a contractor. I'm not here tonight  
13 as the construction company that I work for, but I will  
14 tell you if it wasn't for FP&L, many of the projects  
15 that we had and have done would never have gone as  
16 smoothly if we were in many other areas of this country.  
17 It's companies like FP&L that allow the growth to  
18 happen, hopefully working properly.

19 And I have to say I've never had a bad  
20 experience with FP&L in my four years in the  
21 construction industry. All I can ever see is what can  
22 we do to make this happen? That's what we need today.  
23 We need it from you. We need it from everybody. I am  
24 for the rate increase.

25 Yes, I was asked by FP&L to be here. I was

1 honored to be asked to be here tonight to discuss the  
2 rate increase. I really feel it's an important issue.  
3 And at the end of the day, if FP&L does their  
4 stockholders correctly and uses these monies correctly  
5 for the infrastructure that they promise -- let's hope  
6 we never see fracking coming into Florida -- but all in  
7 all I'm very impressed with the way FP&L has been taking  
8 care of business since 1978 when I became a resident  
9 moving into one of Birgen Devasa's (phonetic) very first  
10 buildings. So thank you.

11 **CHAIRMAN BROWN:** Thank you. Just one moment,  
12 please.

13 **MR. FLAH:** Oh, I'm sorry.

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

15 I do just want to make a point, though. None  
16 of the Commissioners are invested in a regulated  
17 utility. We are prohibited by law, just to clarify  
18 for --

19 **MR. FLAH:** I was talking to the audience.

20 **CHAIRMAN BROWN:** Yes. Yes. Thank you.

21 **MR. FLAH:** Thank you.

22 **CHAIRMAN BROWN:** Mr. Kelly has a question.

23 **MR. FLAH:** Sure.

24 **MR. KELLY:** Mr. Flah, you indicated you're a  
25 contractor?

1           **MR. FLAH:** I work for a general contractor.

2           **MR. KELLY:** And does your general contractor  
3 company do work with Florida Power & Light?

4           **MR. FLAH:** We don't do work for FP&L, but FP&L  
5 many times has to work on our job sites moving things.

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

7           **CHAIRMAN BROWN:** Thank you.

8           Next customer, please.

9           **MR. KELLY:** After Mr. Grady is Nick Blount.

10          **MR. GRADY:** Good evening, Madam Chair,  
11 Commissioners. Welcome to Palm Beach County.

12          **CHAIRMAN BROWN:** Thank you.

13          **MR. GRADY:** My name is Dennis Grady, and I've  
14 lived and worked in this county for 31 years. I serve  
15 as CEO of the Chamber of Commerce of the Palm Beaches,  
16 an organization that has been in existence for over  
17 100 years.

18                 First, let me declare, I am not related to any  
19 employee of FPL, although FPL has been a long-time  
20 member of the Chamber, and as most, if not all chambers  
21 of commerce, as you are aware of, we are a membership  
22 dues organization and our members do pay dues. Current  
23 and past employees of FPL have held leadership roles in  
24 our committees, members of our board of directors, and,  
25 in fact, my current Chair is an employee of FPL. The

1 Chamber has not taken a position on the rate case before  
2 you and that we're discussing this evening.

3 I asked FPL if they would object if I gave my  
4 personal comments this evening, and they said no. The  
5 rate hike request before the Commission will generate  
6 new dollars to be utilized in replacing aging  
7 technology, completion of a new power plant in  
8 Okeechobee very similar to the one we have just brought  
9 online in Riviera Beach in Palm Beach County, plus  
10 additional infrastructure improvements which I feel are  
11 critical to the power supply delivered to us and the  
12 system and network that FPL has successfully put  
13 together in the state of Florida.

14 Estimates indicate that the impact on the  
15 residential user, as Mr. Silagy indicated, would  
16 approximate a \$7-a-month increase in 2017, rising to  
17 approximately \$13 in 2020. Although any increase in  
18 cost needs to be watched, FPL rates are among the lowest  
19 in the nation, as you are well aware. FPL ranks, as  
20 Mr. Silagy indicated earlier, the most efficient utility  
21 in the nation and the cleanest utility in the  
22 southeastern United States, something that they're proud  
23 of but also as a consumer I'm proud of.

24 FPL projects that in 2020, if this rate  
25 increase is granted, the average customer's bill will be

1 lower than it was in 2006. That's good news.

2 FPL has been a leader in our community, which  
3 I wanted to share with you, providing leadership people  
4 and volunteers to support many organizations and  
5 projects such as United Way, our Business Development  
6 Board, and the Palm Beach Zoo are just three  
7 organizations that have benefited tremendously from the  
8 people who work at FPL.

9 The company's construction of Manatee Lagoon  
10 in West Palm Beach has made available a new ecological  
11 and educational facility to the families of our  
12 region --

13 **CHAIRMAN BROWN:** Mr. Grady, thank you so much  
14 for your testimony. Your time is up.

15 Commissioners, do you have any questions?

16 **MR. KELLY:** One question. I'm sorry.  
17 Mr. Grady, are you a customer of FPL? I'm sorry.

18 **MR. GRADY:** Yes. Yes, I am.

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

20 **CHAIRMAN BROWN:** Thank you for your testimony.  
21 Next customer, please.

22 **MR. KELLY:** After Mr. Blount is -- I'm going  
23 to butcher this one -- Al Milgil, Milgil.

24 **MR. BLOUNT:** Good evening, Commissioners. My  
25 name is Nick Blount. I live at 1360 Sandpiper Lane in

1 Stuart. My phone number is (772)283-0391. I am a  
2 retiree from FPL; I retired two years ago after 42 years  
3 with FPL. And I'm a tangible person and I'm glad to  
4 hear so many people have come up here and have noticed  
5 all the work that's being done in their communities  
6 because that's one of the things that I was going to  
7 mention. As I travel around Stuart and Martin County,  
8 and I certainly would guess that most of the people, if  
9 not all, who are FPL customers in this room tonight have  
10 noticed all the improvements that are being made to the  
11 infrastructure in their communities.

12 This is going to improve the reliability,  
13 which is already the lowest -- some of the best in the  
14 state, if not the best, and as Mr. Silagy said, lower  
15 than much of the -- many of the utilities throughout the  
16 country. And then there are many things that are done  
17 behind the scenes that you don't even see that improve  
18 the reliability, the diagnostics techniques so that  
19 restoration of service can be made more quickly and  
20 outages can even be avoided.

21 Also I'm proud to live in a state where,  
22 thanks to FPL, companies like FPL, who have invested in  
23 replacing their generating units with clean, natural  
24 gas, has made the entire state environmentally bright  
25 for our future, for our children, and our grandchildren.

1 And I know that this takes capital and because of that I  
2 support this rate increase, knowing that even if  
3 approved, we'll still have one of the lowest bills in  
4 the state and certainly one of the lowest in the  
5 country. So thank you.

6 **CHAIRMAN BROWN:** Thank you, Mr. Blount.

7 Commissioners, any questions?

8 All right. Thank you.

9 **MR. KELLY:** After Mr. Milgil is Brian Powers.

10 **MR. WETZEL:** Commissioner, Commissioners,  
11 Mr. Kelly, my name is Gary Wetzel. Al Milgil and I work  
12 for the same company.

13 **MR. KELLY:** Okay.

14 **MR. WETZEL:** So in an effort to try and move  
15 these things along, we thought we would combine our  
16 testimony.

17 **CHAIRMAN BROWN:** That's nice of you.

18 **MR. WETZEL:** We both work for S&C Electric  
19 Company. We're manufacturers of the smart switches that  
20 FPL has been installing. We put a manufacturing  
21 facility in West Palm in the FPL area for several  
22 reasons. It made perfect sense to be manufacturing the  
23 equipment close to FPL; it made perfect sense to  
24 manufacture them in the state of Florida so that we were  
25 close, cut down on freight cost; and we wanted to be in

1 an area where we had very good power quality and low  
2 cost.

3 Full disclosure, we are based in Chicago, but  
4 we also have operations in Orlando; Alameda, California;  
5 Brazil; China; Canada; Mexico. We can build these  
6 pieces of equipment pretty much anywhere. It made  
7 perfect sense to build them in West Palm Beach, Florida.

8 So we have been a supplier to Florida Power &  
9 Light for well over 50 years. And I can tell you that  
10 the investments that they are making in improving the  
11 grid and improving reliability are the reasons that the  
12 disturbances from the various named hurricanes are  
13 dramatically lower in disturbance time than they are in  
14 many other parts of the country. We deal with utilities  
15 all over the country, in fact, all over the world, and  
16 there are utilities regularly asking the folks at  
17 Florida Power & Light, "You are getting tremendous  
18 benefit from your improvement in the smart grid. What  
19 are you doing? How are you doing it? Would you please  
20 explain to us how this works?"

21 Point of fact, there was a company that came  
22 from Brazil just to ask Florida Power & Light how  
23 they're doing what they're doing. As a result of that,  
24 they decided that they want to do the same thing. So  
25 these are smart investments, these are improvements, and

1 it's required to spend the money to make the  
2 improvements.

3 Momentary outages, those that are -- you have  
4 a tree branch that falls across the line, costs the  
5 United States customers, not the utilities, customers  
6 over \$52 billion a year. That's what Florida Power &  
7 Light is fighting and that's why they're out in front.

8 **CHAIRMAN BROWN:** Thank you so much for your  
9 testimony.

10 Commissioners, any questions?

11 I know Mr. Kelly has a question for you.

12 **MR. KELLY:** Could you spell your last name?

13 **MR. WETZEL:** Yes.

14 **MR. KELLY:** Were you also signed up?

15 **MR. WETZEL:** I was also signed up.

16 W-e-t-z-e-l.

17 **MR. KELLY:** Thank you, sir. That way I can  
18 note it when --

19 **MR. WETZEL:** It makes it easier.

20 **MR. KELLY:** Yes, sir. Thank you.

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

22 **MR. WETZEL:** Thank you.

23 **CHAIRMAN BROWN:** Next customer, please.

24 **MR. KELLY:** After Mr. Powers is Gary Hines.

25 **MR. POWERS:** Good evening, Commissioners.

1 Thank you for the opportunity. For the record, my name  
2 is Brian Powers, and my address is 4705 Southwest Deer  
3 Run Avenue, Okeechobee, Florida 34974, but I live in a  
4 magical place called Martin Grade, and technically it's  
5 in Martin County. And if you ever get a chance, you  
6 should come see it.

7 The only problem we had when I moved there  
8 several years ago was the power. It was out frequently  
9 several times a month for more than a couple of hours,  
10 and it was something that we all used to have to deal  
11 with. And it really had to do -- it was a much bigger  
12 problem than just a couple of houses. In fact, twice a  
13 month you'd call and you'd get the message 164 people  
14 are involved in the same outage.

15 But I was most impressed when I called Nick  
16 Blount, who is our local guy, and he got a team together  
17 and they came out. And, you know, your expectation  
18 would be, well, we're going to get a bunch of excuses  
19 why, but his team really got together and they found out  
20 that there was a power line running through a swamp and  
21 we would have to get the power line out of the swamp.  
22 And I'm most proud to say that they did exactly what  
23 they said they would do. They didn't say, "Well, here's  
24 some reasons why we can't." They went and they told us,  
25 "It's going to take more than a year, and if you'll work

1 with us, it will get better." And I'm proud to say that  
2 was 18 months ago. I can't think of a single power  
3 outage we've had other than the occasional flicker. So  
4 it's just been -- that's what you expect from a company  
5 like that.

6 And it's your job to decide whether -- how  
7 much is too much. But I will tell you for me and my  
8 neighbors on the grade, reliability is the most  
9 important thing, and this does not seem like an  
10 unreasonable amount to assure reliability in our area.

11 I would tell you beyond that that I'm a  
12 lifelong resident of the Indiantown community, and  
13 you're all aware that that's one of the major power  
14 generating areas for FPL. We could not ask for better  
15 neighbors. They are not people that just show up when  
16 they need us. They are there on good days and on bad  
17 for our community, and we rely on them as a neighbor and  
18 proud to stand with them. Thank you.

19 **CHAIRMAN BROWN:** Thank you for your testimony.  
20 Just one second, please.

21 Commissioners, any questions?

22 **MR. KELLY:** Mr. Powers, you're with Indiantown  
23 Gas?

24 **MR. POWERS:** Yes.

25 **MR. KELLY:** Does Indiantown Gas do business

1 with Florida Power & Light?

2 **MR. POWERS:** No.

3 **MR. KELLY:** Okay. Not at all?

4 **MR. POWERS:** No.

5 **MR. KELLY:** Okay. Thank you, sir.

6 **MR. POWERS:** Thank you.

7 **CHAIRMAN BROWN:** Thank you.

8 **MR. KELLY:** After Mr. Hines is Bill Raiola.

9 **MR. HINES:** Good evening, Madam Chair,  
10 Commissioners. Gary Hines, 149 King's Way, Royal Palm  
11 Beach 33411, (561)790-2928. Palm Beach County native  
12 and a resident at Royal Palm Beach for the last 16  
13 years.

14 I did receive a call from a Florida Power &  
15 Light employee letting me know about the meeting  
16 tonight, and I'm so glad I got that call because I might  
17 have missed it. And I do appreciate the call so I can  
18 be here to share my private opinion speaking as a  
19 private citizen.

20 Some of these facts you've heard shared by  
21 both counsels, but I'm going to reiterate them because  
22 they are significant facts. This is October 23, 2015,  
23 PR News Wire. Florida Power & Light Company was named  
24 the winner of the 2015 Reliability One National  
25 Reliability Excellence Performance Award by PA

1 Consulting Group, an international firm that analyzes  
2 electric utility performance across the United States.  
3 This honor recognized FPL as the most reliable electric  
4 utility in the nation.

5           2014, the U.S. Environmental Protection  
6 Agency, EPA, presented FPL with its Clean Air Excellence  
7 Award in recognition of the company's green vehicle  
8 fleet and customer educational programs featuring its  
9 electric vehicles and their benefits. The awards  
10 recognized innovative programs to protect Americans'  
11 health and the environment, educate the public, serve  
12 their communities, and stimulate the economy.

13           NextEra Energy has been named number one in  
14 the electric and gas utilities industry in Fortune's  
15 2016 list of the world's most admired companies. The  
16 company also ranked first among electric and gas  
17 utilities for innovation, people management, use of  
18 corporate assets, social responsibility, quality of  
19 products, services, and global competitiveness.

20           Benchmark Portal. In 2016, FPL's customer  
21 care center was certified as a center of excellence for  
22 the third time by Benchmark Portal, the internationally  
23 recognized customer contact research organization. The  
24 recognition is one of the most prestigious in the  
25 customer service industry and is awarded to call centers

1 that rank in the top 10 percent of all call centers  
2 surveyed for efficiency and effectiveness.

3 FPL employees donate countless personal hours  
4 as well as hours on the FPL clock participating and  
5 supporting community-based organizations here in Palm  
6 Beach County, give hours and hours of their time.  
7 Bottom line, FPL is a great community citizen.

8 And, lastly, Mr. Grady mentioned the Manatee  
9 Lagoon. I've been there twice. What a great facility.  
10 FPL built this as a gift to this community. They do not  
11 derive any benefit from that and admission is free. If  
12 you've not been there, I encourage you to visit Manatee  
13 Lagoon. Educating our school kids and the general  
14 public on this endangered species. Thank you very much.

15 **CHAIRMAN BROWN:** Thank you, Mr. Hines. I do  
16 have a question for you. Are you an FPL customer?

17 **MR. HINES:** Yes, I am.

18 **CHAIRMAN BROWN:** And are you affiliated with  
19 FPL in any capacity in your professional life?

20 **MR. HINES:** I'm here as a private citizen, but  
21 I work for the Business Development Board. FPL is a  
22 member like -- a dues paying member, as would be a  
23 chamber of commerce member.

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

25 Commissioners, any other questions?

1 Thank you. Next customer.

2 **MR. KELLY:** After Mr. Raiola is Mr. George  
3 Gentile.

4 **CHAIRMAN BROWN:** Good evening.

5 **MR. RAIOLA:** Good evening. Thank you for  
6 giving me this opportunity. My name is Bill Raiola.  
7 I'm here representing Bay State Milling Company. We  
8 operate a flour mill in Indiantown, Florida. Our  
9 address is P.O. Box 1280, Indiantown. Our phone number  
10 is (772)597-2056.

11 I am the plant manager there, and I've been  
12 the plant manager for the last eight years. I came on  
13 board and we had miserable power. And as a  
14 manufacturing facility, one that provides flour products  
15 from Key West to Orlando and as far west as Lakeland,  
16 that was a big problem for us. Got in touch with our  
17 account manager and he made things happen. We were  
18 suffering from numerous, numerous trips, especially in  
19 bad weather.

20 FPL came to the plate. They moved us off of  
21 23 miles of overhead line and gave us our own dedicated  
22 feeder along with our neighbor right to the local  
23 substation, gave us our own breaker, and made the  
24 nuisance trips essentially disappear. Then they came  
25 back and they hardened our system. Very important to us

1 that has a customer base from Key West to Orlando.  
2 Really positioned us in a position where we can provide  
3 flour to our customers, given significant storms, and at  
4 the same time they've been able to control costs.

5 We use about 2.3 megawatts of power every hour  
6 that we run. We run six days a week. Fifteen percent  
7 of our manufacturing cost is our utility bill. We're in  
8 a very competitive market. FPL has given us  
9 reliability, they've given us certainty, and their  
10 engineers have come into our plant and helped us resolve  
11 power quality problems. We consider FPL to be a  
12 valuable business partner of ours.

13 As a manufacturing company, one that has to  
14 renew its assets to be competitive, we understand that  
15 FPL needs to do the same, and we support the rate  
16 increase. Thank you.

17 **CHAIRMAN BROWN:** Thank you for your testimony.  
18 Commissioners, any questions?

19 Thank you.

20 **MR. RAIOLA:** Thank you.

21 **CHAIRMAN BROWN:** Next customer.

22 **MR. KELLY:** After Mr. Gentile is Ms.  
23 Alexandria Larson.

24 **CHAIRMAN BROWN:** I know that name.

25 **MS. LARSON:** I know a lot of y'all.

1           **MR. GENTILE:** So do I. For the record, George  
2           Gentile, 9438 Southern Oak Lane, Jupiter, Florida. I do  
3           want to disclose I am an elected official in the north  
4           end of Palm Beach County in a special district.

5           **CHAIRMAN BROWN:** I'm sorry for not recognizing  
6           you earlier.

7           **MR. GENTILE:** Yes. I'm not here for that  
8           district at all. I'm here because I am a business and a  
9           residential customer. I've been a customer of FP&L for  
10          40 years, and I am here to support them on this rate  
11          increase. None of us wants to see a rate increase, but  
12          as with my district, the cost of not only fuel but many  
13          other costs continue to rise in the state of Florida as  
14          well as this country. And FP&L has been a stellar  
15          company in the renewable energy area and increasing  
16          their technology, which we think is very, very important  
17          to the residents of Florida and to -- as well here, to  
18          us as customers here in Palm Beach County.

19          The government regulations, for those  
20          government officials who may be here, are not getting  
21          easier. And for them to develop their emergency service  
22          areas, their infrastructure and everything else  
23          continues to rise and become a great cost not only to  
24          the fuel that they may see in the future rise again but  
25          just in the development cost of those facilities. We

1 see that happen all the time.

2 I do want to disclose too that I do have a son  
3 that does work for a parent company of FP&L, but I'm not  
4 here for that specific reason as well. But I want to  
5 make sure that you know that.

6 We highly recommend that we see this rate  
7 increase go in now in increments so that we aren't faced  
8 with larger incremental increases continually in the  
9 future. So we ask you to support the rate increase and  
10 we thank you.

11 I have a special needs child that lives still  
12 with us, and one of the most important things that we  
13 have had benefit us from FP&L is that they've always  
14 been there to support us and to get us the power when  
15 needed. They've always been there, particularly through  
16 the hurricane era that we had in 2004 and 2005. They  
17 were there. And as a business owner, we lose a lot of  
18 money when our power is off because we are a high  
19 technology company as well and everything is run on  
20 electricity. So we ask you to support us. Thank you.

21 **CHAIRMAN BROWN:** Thank you, Mr. Gentile.

22 Two questions.

23 **MR. GENTILE:** Yes.

24 **CHAIRMAN BROWN:** What is your official elected  
25 title? I know you're speaking personally.

1           **MR. GENTILE:** I'm Chairman, Commissioner, of  
2 District 3 of the Jupiter Inlet District.

3           **CHAIRMAN BROWN:** Okay. Thank you. And then  
4 your business you just alluded to.

5           **MR. GENTILE:** I'm president and senior partner  
6 of Gentile Glas Holloway O'Mahoney & Associates. We're  
7 landscape architects and land planners.

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

9           Commissioners, any questions?

10          Mr. Kelly.

11          **MR. KELLY:** Does your company do any work,  
12 contract work or anything with --

13          **MR. GENTILE:** We have done work for FPL in  
14 regards to land planning, yes.

15          **MR. KELLY:** Thank you, sir. I appreciate you  
16 being here.

17          **MR. GENTILE:** Yes.

18          **MR. KELLY:** After Ms. Larson is Myrna Rosoff.

19          **MS. LARSON:** Well, I'm going to be a little  
20 bit of different breath of air here in this building.

21          **CHAIRMAN BROWN:** Hi, Ms. Larson.

22          **MS. LARSON:** How are you?

23          **CHAIRMAN BROWN:** Good. Could you state your  
24 name and address?

25          **MS. LARSON:** Alexandria Larson. My phone

1 number is unlisted and everybody in this room knows  
2 where I live. No, it's true. I think that's -- I  
3 don't, you know -- but anyway. The advertisement for  
4 this, it said notice of hearing, quality of service, and  
5 at the bottom was the SWA address. So nobody read that  
6 notice in the newspaper. I did go around to my  
7 neighbors and I said, "Do you realize it's based on  
8 1,000 kilowatts? Do you ever look at the left-hand side  
9 of your bill?" They don't.

10 When I met Nick Blount, Jr., at Treasure Coast  
11 Regional Planning Council, he told me solar wasn't  
12 viable in the state of Florida. We're the Sunshine  
13 State.

14 Stocks are a gamble. Why -- there is no stock  
15 on the stock market that's allowed to say what they're  
16 going to make. It's a gamble. So FPL having a  
17 guaranteed return, which in the paper it said it was  
18 over 200 percent for the last ten years, that's how much  
19 it's gone up, kind of frightens me.

20 The workers are great. I have nothing with  
21 all -- ever with an FPL employee. Now the executives  
22 are another story. Lewis Hay invited me to get off the  
23 grid. I -- that's a true story. There's only  
24 55 utilities in the state of Florida, but only five are  
25 regulated. That's the thing that people need to know.

1 Only five utilities are regulated like FPL. So they  
2 should know that.

3 Quality of service, you know, I've had power  
4 blips at my place for 20 years. My first encounter with  
5 FPL was in 1983 when they tried to blow up my house  
6 because the wattage was so high that all the appliances,  
7 you know, went hig-bookey, and I learned a lot about  
8 FPL. And my bills are not lower. I've kept every  
9 single, solitary bill since 1983. I have them in paper.  
10 So I just thought you should know that.

11 **CHAIRMAN BROWN:** Do you want to put that as an  
12 exhibit?

13 **MS. LARSON:** No, no, no. I'll bring them to  
14 you later.

15 I wanted you to know that, you know, there  
16 were three intervenors. Only three laypeople were  
17 intervenors in the last rate case, and something  
18 happened in my situation that I wanted to get on the  
19 record under oath. When I could not show up in  
20 Tallahassee, the chairman at the time said that I had  
21 not communicated with the Commission. My husband's  
22 mother and his sister died, and they demanded that I be  
23 there. They would not let me talk, like Mr. Graham has  
24 been so kind to do, on the phone or testify in any way,  
25 shape, or form. They threw me out of the case. So I

1 just thought you should know that and it should be on  
2 the record because it was stated at the beginning of the  
3 case that I had not communicated with anyone.

4 And there's a couple of other things that  
5 we -- 240 million in profit, 12 percent increases. It's  
6 based on 1,000 kilowatts, Commissioners. People don't  
7 know this. It's a lot of money, and I think that you  
8 need to take that into consideration. And I try not to  
9 waste your time, and I will be an intervenor in this  
10 case again. Thank you.

11 **CHAIRMAN BROWN:** Thank you, Ms. Larson. Oh,  
12 just one second, Ms. Larson.

13 Commissioners, any questions?

14 Thank you for your testimony.

15 **COMMISSIONER BRISÉ:** Address, we need the  
16 address.

17 **CHAIRMAN BROWN:** Oh, Ms. Larson, could you  
18 please state the address on the record too? Or if you'd  
19 like, give it to the court reporter. Thank you.

20 Mr. Kelly, can you proceed with calling the  
21 next customer?

22 **MR. KELLY:** Yes, ma'am. With -- excuse me.  
23 After Ms. Rosoff, Glen Harvie.

24 **CHAIRMAN BROWN:** Good evening.

25 **MS. ROSOFF:** Good evening. I'm Myrna Rosoff,

1 7019 Bitterbush Place, Boynton Beach 33472. Phone  
2 number, (561)736-9678. I thank you for the opportunity  
3 to speak tonight. Until last month I was the president  
4 of the Coalition of Boynton West Residential  
5 Associations. We currently represent 111 residential  
6 associations, 125,000 people. So if you had spoken to  
7 me in 2012, I would tell you that the overwhelming  
8 complaint of all of our members was lack of dependable  
9 service from FP&L. Particularly we were suffering major  
10 damage because in outages, the big gates, the security  
11 gates and the computers in these communities go down,  
12 and we had intervened so that we could get some  
13 insurance payback from our losses.

14 We put together a team with FP&L. We just  
15 told them this was not acceptable, and they brought out  
16 the engineering team instead of the public relations  
17 team. For the next three years we provided them with  
18 instant feedback, and they replied and partnered with us  
19 by acting on it. And now I can say, aside from having a  
20 vocabulary that includes words like outages, momentary,  
21 spark, voltage, we have good service, and if anything  
22 happens, we know that it's because of an accident or a  
23 fried iguana.

24 To do this they went through infrared review  
25 of our entire system. They put in automated feeder

1 switches, neighborhood circuit switches, and they did  
2 this over a course of years, putting together action  
3 plans, dates, and coming back to us and to our members  
4 telling us where we were.

5 I cannot speak to the economics of it. I'll  
6 leave that for Mr. Harvie, the current president of  
7 COBWRA. But I thank FP&L for cooperating with us. I  
8 know, I know that they're not hardening the system for  
9 our pleasure, that this has been a long-term budget, but  
10 they have been able to get more bang for their buck and  
11 more bang out of our living by targeting the areas that  
12 were weakest, and they were not aware of this before the  
13 partnership. Thank you.

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

15 Commissioners, any questions?

16 Mr. Kelly, your next customer.

17 **MR. KELLY:** Mr. Harvie will be followed by  
18 Daniel Larson.

19 **CHAIRMAN BROWN:** Good evening.

20 **MR. HARVIE:** Good evening. I'm Glen Harvie.  
21 I live at 9655 San Vittore Street, Lake Worth, Florida  
22 33467. Telephone number, (561)966-8034.

23 I am the president of the Coalition of Boynton  
24 West Residential Associations. As Myrna said, we just  
25 hired -- we just brought in our 111th member. We've

1 been in existence about 35 years. It started with  
2 somebody who decided that the public should be more  
3 involved in the determination of how the property or  
4 area should look. We cover about 50 square miles  
5 currently. What we're doing right now, we had one  
6 community who wanted to go to LED lights for their  
7 streetlights. And they were getting all upset and they  
8 held a march against FPL to say "Why aren't you doing  
9 what you should do and work with us?" But since COBWRA  
10 became involved in this, we have been meeting with FPL,  
11 we've had two meetings with them, and they are quite  
12 flexible on how to satisfy the community and to work  
13 with FPL.

14 So they're talking about things like they own  
15 the lights, they own the poles, and they own the  
16 underground utilities. So they're talking about giving  
17 up the right to have the pole and the streetlight to  
18 where the community would take over the responsibility  
19 for the maintenance of that. So we're finding them very  
20 reasonable in dealing with them on this issue. We're  
21 also viewing them as using this as a prototype for the  
22 other 110 communities that we represent.

23 FPL is currently planning to build a building  
24 in our area which will house the storm riders during a  
25 storm. We approve all construction projects in our area

1 before it goes to the county. The reason the county  
2 likes that is that we give the community input before it  
3 gets to the zoning, planning, or BCC.

4 As far as the rate increase, COBWRA has not  
5 taken a position on this formally. We actually approve  
6 by our delegates things that are coming up. But I  
7 personally think that some rate increase may be  
8 reasonable, but I'm not sure that this size of rate  
9 increase is appropriate. And then also the change in  
10 the ROI and the capital structure seems to be excessive.  
11 Thank you.

12 **CHAIRMAN BROWN:** Thank you, Mr. Harvie. Your  
13 time is up.

14 Commissioners, any questions? Thank you.

15 **MR. HARVIE:** Thank you.

16 **MR. KELLY:** After Mr. Larson is Jason Webber.

17 **CHAIRMAN BROWN:** Hello.

18 **MS: LARSON:** Hello. My name is Daniel Larson.  
19 I'm a resident at 16933 West Harlena Drive. I oppose  
20 the 23 percent increase, and I actually think they  
21 should try and see if they could make a 23 percent  
22 decrease in four years somehow.

23 And it's very disingenuous to have employees  
24 and friends testifying how great FPL is. And the share  
25 holding -- the shareholders' meetings are never held

1 here. They're always somewhere out of state. It would  
2 be nice if they were held here. Thank you. That's all  
3 I got to say.

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

5 **MR. KELLY:** After Mr. Webber is Sandie Foland.

6 **CHAIRMAN BROWN:** Good evening.

7 **MR. WEBBER:** Good evening, Madam Chair and  
8 Commissioners. My name is Jason Webber. I live at  
9 3695 Barkis Avenue in Boynton Beach, Florida. My number  
10 is (561)404-7250, and I am an FPL customer.

11 I'm actually here on a little bit different  
12 take tonight. I work for Kimley-Horn. We are a  
13 consulting engineering firm. Actually we work with FPL  
14 on a very regular basis. Not only do we do some  
15 contract work, which I do not actually perform for FPL,  
16 but we work consistently with them on the projects that  
17 we're developing.

18 One of the particular projects I'd like to  
19 discuss tonight is The Ballpark of the Palm Beaches.  
20 It's the new two-team spring training facility that will  
21 be the new home of the Washington Nationals and the  
22 Houston Astros in West Palm Beach. It's a very critical  
23 economic development project for both the teams,  
24 the state of Florida, Palm Beach County, and many of the  
25 local residents. It's a very critical project and it's

1 on a very aggressive schedule. So knowing that, we met  
2 with FPL very early in this project and we received some  
3 essential buy-in on schedule and -- excuse me --  
4 accommodations from FPL. They met with us and we laid  
5 out a very good and attainable schedule for both FPL as  
6 well as our client, not only for providing service, but  
7 also they helped us with a reclaimed water main that was  
8 going through one of their easements. So it provided no  
9 benefit to them, but they assisted us with something  
10 that was an economic benefit for the county as well as  
11 the teams. You know, the project is going to serve the  
12 two teams, but, you know, 30 years of spring training  
13 and keeping that economic benefit in the state of  
14 Florida and in Palm Beach County.

15 **CHAIRMAN BROWN:** Great. Thank you for your  
16 testimony.

17 Commissioners, any questions?

18 Thank you very much.

19 **MR. WEBBER:** Thank you.

20 **MR. KELLY:** After Ms. Foland is Brian Edwards.

21 **MS. FOLAND:** Good evening, Madam Chairman.

22 Sandra Foland. I am the owner and operator of Baron  
23 Sign Manufacturing. My address is 900 13th Street in  
24 Riviera Beach. My phone number is (561)863-7446.

25 I did receive a phone call from someone from

1 FP&L to ask if I would --

2 (Sound system technical difficulties.)

3 **CHAIRMAN BROWN:** Uh-oh.

4 **MS. FOLAND:** I messed it up. Am I back?

5 **CHAIRMAN BROWN:** You're not back.

6 **MS. FOLAND:** Okay. Thank you. Forgive me.

7 They asked if I would speak as a small business about  
8 what is my relationship or what do I have to say about  
9 FP&L. I'm here as a vendor, and I'm a customer both  
10 professionally and privately.

11 My company was chosen this past year from FP&L  
12 to come up with a design build for a solar sign system  
13 for their locations, and we worked with the FP&L team  
14 and it was a group effort. And I will tell you I  
15 received many phone calls with the 18 feet by 80 feet  
16 sign that really exemplifies FP&L's commitment to solar  
17 as we put solar and FP&L on the sign going down I-95.

18 As a business owner, ten years ago we moved  
19 into the new facility. It's 40,000 square feet, and I  
20 have 48 employees. FPL sent a representative right  
21 away, and we were told about the discount, that we not  
22 pay sales tax on the manufacturing portion of our plant.  
23 I, as a small business, did not know this until they  
24 came and met with me. I have \$1.5 million worth of  
25 equipment. I feed 48 families. If I do not have

1 electricity, then I cannot work. That is how -- I have  
2 had a couple of situations and I went to my plant  
3 manager and I said, "Tell me what our relationship is  
4 with FP&L." We are having some beeps in our equipment.  
5 I called FPL, said, "Would you come and check if we're  
6 having the same -- the correct voltage because otherwise  
7 it'll damage our computer?" Within 30 minutes I had a  
8 representative of FP&L checking it out so we could  
9 continue to work.

10 I've had other situations as a small business  
11 where all our lights are out. We call FP&L in the night  
12 because we run two shifts, at night they show up and  
13 within an hour it's repaired. As a small business, I'm  
14 willing to pay that extra money to have my business run  
15 and my equipment run properly. Thank you.

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

17 **MS. FOLAND:** And I'm not related to anyone at  
18 FP&L.

19 **CHAIRMAN BROWN:** Thanks for the disclaimer.

20 Commissioners, any questions?

21 Next customer, please.

22 **MR. KELLY:** After Mr. Edwards is Seabson (sic)  
23 Smith.

24 **CHAIRMAN BROWN:** Good evening.

25 **MR. EDWARDS:** Good evening, Commissioners, and

1 thank you for having me this evening. My name is Brian  
2 Edwards. I live at 629 Northeast 9th Avenue, Boynton  
3 Beach, Florida, and I'm here as a private citizen. And  
4 my phone number is (561)373-8149. And I have no  
5 relatives with FPL either, but I know when I look out in  
6 this crowd, I feel like I'm sitting with family.  
7 Because if you live in Palm Beach County, you're going  
8 to know somebody in FPL because they're everywhere.

9 After taking an opportunity to read all I  
10 could about this four-year base rate adjustment, I felt  
11 compelled to offer my perspective. As a career Marine  
12 retiring in Boynton Beach almost 18 years ago, I had the  
13 opportunity and the experience during the hurricanes of  
14 both 2004 and '05 like everyone else who lived here  
15 through those two incredible seasons. I also had the  
16 unique opportunity through my employer at the time to  
17 spend many weeks in the Palm Beach County Emergency  
18 Operation Center during those two years manning one of  
19 the emergency support functions. I witnessed firsthand  
20 the vital importance of our first responders: fire,  
21 paramedics, police, healthcare providers, and others.  
22 With that, I felt it would be of some value to publicly  
23 highlight the fact that Florida Power & Light is  
24 extremely high on the list of the other category.

25 It is true that 2004 and '05 hurricane seasons

1 didn't cause the devastation, say, of Hurricane Andrew  
2 or the scenario of a Hurricane Katrina. But when it  
3 comes to quality of service and preparedness, Florida  
4 Power & Light's collaboration with other state, local  
5 emergency managers, the quality of life of bringing back  
6 stability to our county as well as other counties in the  
7 manner they did was far beyond commendable. It was  
8 critical. And they did it with professionalism under  
9 the onslaught of organized chaos. From my experience,  
10 this is the same quality of service my community has  
11 experienced year after year during the times when the  
12 power has gone out just due to storms. As always,  
13 expeditious, professional, and with great enhancements.

14 So I'm for this rate increase. I think it's  
15 fair. I think time is -- I think when you're dealing  
16 with a billions of dollar company, the squabbling over  
17 the 240 million is just nonsense to me. It's time. And  
18 they do our state, our county, and I think they're one  
19 of the premiere power companies in the world, so thank  
20 you very much.

21 **CHAIRMAN BROWN:** Thank you, Mr. Edwards, for  
22 your testimony.

23 Mr. Kelly has a question for you.

24 **MR. EDWARDS:** Oh, absolutely.

25 **MR. KELLY:** That's all right. Thank you,

1 Mr. Edwards, for being here. Are you with Goodwill  
2 Industries?

3 **MR. EDWARDS:** I do work for Gulfstream  
4 Goodwill Industries.

5 **MR. KELLY:** Does Florida Power & Light  
6 contribute monetarily or --

7 **MR. EDWARDS:** Nothing, zero.

8 **MR. KELLY:** They don't partner with them at  
9 all?

10 **MR. EDWARDS:** Not at all.

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

12 **CHAIRMAN BROWN:** Thank you.

13 Next customer, please.

14 **MR. KELLY:** After Mr. Smith is -- I  
15 apologize -- Noemi -- I apologize, I can't read it --  
16 Colster (sic).

17 **MS. COLTEA:** Coltea.

18 **MR. KELLY:** Sorry about that.

19 **MS. COLTEA:** It's okay.

20 **CHAIRMAN BROWN:** Good evening.

21 **MR. SMITH:** Good evening, Madam Chair,  
22 Commissioners. Seabron Smith.

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

24 **MR. SMITH:** That's okay. That's all right.  
25 S-e-a-b-r-o-n. 7510 Anson Court, Lake Worth, Florida,

1 (561)573-1202. And, yes, I was asked to be here tonight  
2 by FP&L, but it is my privilege to stand here and tell  
3 you that I do support the rate increase. I've  
4 experienced a lot of things going on with FP&L during  
5 the hurricane season back in 2005 with Hurricane Wilma.  
6 As a matter of fact, a week after we moved into our new  
7 facility is when Wilma hit, and we were kind of disabled  
8 for a few days. But I know for a fact that FP&L worked  
9 very hard and diligently to get us back up and running.

10 We hadn't moved our equipment in yet, and I'm  
11 glad we hadn't simply because of the fact we probably  
12 had a lot of power surges and everything going on which  
13 would probably have resulted in a lot of damage.

14 On a professional level, I do support that.  
15 And I do represent my company, the TED Center, the  
16 Center for Technology, Enterprise & Development. But I  
17 do -- for a private citizen do support the rate increase  
18 because I live in a community where we have underground  
19 wiring. And for the last 20 years we've lived in that  
20 community, I had -- we had no problem even through the  
21 hurricanes. We were back up in a day or two. And I saw  
22 the guys out there working diligently every day. As a  
23 matter of fact, I took them bottles of water, you know,  
24 because it was hot, believe me. And during the season,  
25 the height of the summer, you're talking about

1 temperatures in excess of 90 and 93 degrees, I don't  
2 want my air conditioning to go out, and I commend FP&L  
3 for making sure that don't happen. So I do support the  
4 rate increase. Thank you.

5 **CHAIRMAN BROWN:** Thank you, Mr. Smith.

6 Commissioners, any questions?

7 Mr. Kelly.

8 **MR. KELLY:** You're with the TED Center?

9 **MR. SMITH:** Yes. The Center for Technology,  
10 Enterprise & Development known as the TED Center.

11 **MR. KELLY:** Is that a non-profit?

12 **MR. SMITH:** It's a non-profit, yes.

13 **MR. KELLY:** Does Florida Power & Light  
14 contribute directly or indirectly to the TED Center?

15 **MR. SMITH:** They sponsor some of the workshops  
16 that we provide for small businesses.

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

18 **MR. SMITH:** Thank you.

19 **CHAIRMAN BROWN:** Next customer.

20 **MR. KELLY:** And I apologize. I'll let her say  
21 her name.

22 **MS. COLTEA:** That's totally fine. That's  
23 totally fine.

24 **MR. KELLY:** And the next speaker will be  
25 Mr. Dave Douglass.

1           **MS. COLTEA:** Madam Chairwoman, my name is  
2 Noemi Coltea, and I am a resident of Palm Beach County.  
3 And I would first like to thank all of you and the  
4 Commissioners that are present today for your support  
5 and dedication to Palm Beach County, which I believe is  
6 one of the best counties to live in, not just in the  
7 United States but the world. I know that it takes a  
8 great deal of time, of energy, and of effort to do what  
9 you all do, and we just want you to know that we're  
10 thankful and grateful for all of your contributions to  
11 this part of the world.

12           **CHAIRMAN BROWN:** Thank you.

13           **MS. COLTEA:** Speaking of all of the energy in  
14 this room, I'm here to share with you my thoughts and  
15 sentiments about the quality of service received from  
16 Florida Power & Light.

17           I have been a resident of Palm Beach County  
18 for 15 years and a homeowner for over five of those  
19 years, and I can express with great confidence my  
20 satisfaction, satisfaction with our utility company. I  
21 find that their user experience in terms of paying for  
22 your bills and tracking usage is really convenient and,  
23 dare I say, fun on the dashboard that is available to  
24 all account users on the Florida Power & Light website.  
25 This is where I track my monthly, daily, and even hourly

1 usage, which is about \$86 on average per month with a  
2 bill as low as \$48 a month in the cool months of  
3 February to -- and January and as high as \$115 in the  
4 summer months of June, July, and August. I am  
5 consistently and pleasantly surprised to find that my  
6 home energy bills are significantly lower than many of  
7 my friends living in other areas of Florida, like the  
8 City of Jacksonville or the Florida Panhandle.

9           Finally, I wanted to share with you a brief  
10 story, if I may, about a recent very frightening  
11 experience that I experienced in my home in North Palm  
12 Beach. Just a few months ago it started off with some  
13 really stubborn weather and high winds. I was cleaning  
14 my garage at about 6:30 p.m., it was back when it was  
15 already dark outside, when I started hearing loud  
16 explosions in my backyard. I'm sure anyone would be  
17 surprised and frightened by this, as I couldn't  
18 determine if they were repeated gunshots or if my  
19 neighbors again were playing with leftover fireworks, an  
20 experiment that obviously went completely wrong. In  
21 addition to all of this, the harder the wind blew, the  
22 worse the explosions got. The stream of gunshot-like  
23 sounds would just not relent and now they have captured  
24 the attention of all of my neighbors. Within a few  
25 minutes they, not me, I was still in shock, determined

1 that one of the power lines broke and was dancing in my  
2 backyard propelled by the same strong wind that  
3 originally disabled it.

4 So once I got ahold of myself and my heart  
5 traveled back to my chest where it belongs, I  
6 immediately logged into the Florida Power & Light  
7 website from my phone and reported this emergency to a  
8 live person, who, to my surprise, answered the called  
9 with no wait time. I don't know if I was still in shock  
10 --

11 **CHAIRMAN BROWN:** Ma'am, your time is up. If  
12 you could just wrap it up, please.

13 **MS. COLTEA:** I am almost there. I don't know  
14 if I was still in shock of the incident or that someone  
15 actually answered the phone, as she was much calmer than  
16 I was and assured me that I was -- that she was working  
17 with the ground emergency team.

18 **CHAIRMAN BROWN:** Okay. Thank you. Thank you  
19 so much for your testimony.

20 Commissioners, do you have any questions?

21 Yes, Mr. Kelly.

22 **MR. KELLY:** Thank you for being here tonight,  
23 and glad you weren't injured in that. Did someone ask  
24 you to come out and speak tonight?

25 **MS. COLTEA:** They have, yes.

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

2           **CHAIRMAN BROWN:** Thank you.

3           Mr. Kelly, next customer.

4           **MR. KELLY:** After Mr. Douglass is Scooter  
5           Willis.

6           **MR. DOUGLASS:** Good evening. Dave Douglass,  
7           13060 Coastal Circle, Palm Beach Gardens. Phone number  
8           is 775-0755. Yes, I am an FPL customer. I'm also a  
9           retiree from FPL.

10           You've pretty much heard everything everybody  
11           else is talking about. Nobody is interested in paying  
12           more than they have to, but at the same time I think  
13           what makes our state stand out from all the other states  
14           is what you've been hearing over and over and is our  
15           reliability.

16           Since the storms in 2005, for that series, me,  
17           personally, we have not experienced any significant  
18           outages. Customer service has been great whenever we  
19           have had those. I think just driving around and seeing  
20           the infrastructure and the hardening projects is a  
21           testament to what FPL is trying to do in order to keep  
22           our system reliable. Our reliability is very critical,  
23           as you've already heard from some of the small  
24           businesses. When they're out, they're not working,  
25           they're not producing.

1           We need to have the number one reliability  
2 system here in Florida, and I think Florida Power &  
3 Light is bringing that to the table.

4           And, secondly, when you look at what separates  
5 our country from others is our infrastructures, starting  
6 with our roads, bridges, and our electric systems, and  
7 that's critical and we need the support of that to keep  
8 our state growing. So that's my comments. Thank you.

9           **CHAIRMAN BROWN:** Thank you. We are listening  
10 to you. We're just trying to figure out what's going on  
11 with the technical difficulties here.

12           Can we take a five-minute break to work on  
13 the -- no, we are taking a five-minute break. We're  
14 going to work on the technical difficulties, so we'll  
15 reconvene in five minutes. Thank you.

16           (Recess taken.)

17           Thank you. This will reconvene the service  
18 hearing. And we -- our next customer is up. I think  
19 we're kind of fixing the technical difficulties. If you  
20 do have a cell phone in your pocket, it affects the  
21 tech -- the microphones. So if you could take it out of  
22 it, that would be helpful.

23           Mr. Kelly.

24           **MR. KELLY:** After Mr. Willis will be Edward  
25 Sabin or Sabin.

1           **MR. WILLIS:** Good evening. My name is Scooter  
2 Willis. For the record, Homer Floyd Willis, IV. That's  
3 the long one. I live at 900 Southwest 11th Court, Boca  
4 Raton, Florida, (561)306-8151.

5           I am here -- four years ago I started a  
6 community non-profit -- I guess it's me -- I started a  
7 community non-profit to do competitive robotics for  
8 basically kids at risk of not reaching their potential,  
9 and that was probably when I first crossed paths with  
10 Florida Power & Light. They are responsible for  
11 bringing competitive robotics to South Florida. They  
12 are the primary sponsor of a program called First  
13 Robotics for the last four years. It started at FAU,  
14 was in the Fort Lauderdale Commission Center for two  
15 years, and then this last year moved up the West Palm  
16 Beach Commission Center so that they could get more  
17 engaged to the company.

18           And so as I learned or asked questions like  
19 why is Florida Power & Light, you know, so involved with  
20 robotics, quite frankly, they're trying to be relevant  
21 in today's workforce.

22           So as an electrical engineer, I basic -- I  
23 have a Ph.D. in computer engineering, an MBA, I do  
24 cancer research as a computational biologist. You know,  
25 they need to hire bright employees. And so today if

1 you're a college graduate in electrical engineering,  
2 computer science, mechanical engineering, you're  
3 probably not thinking about working for a utility  
4 company. And so, in essence, there's a lot of  
5 uncertainty in the workforce.

6 And I guess I have a couple of observations  
7 just as a curiosity, maybe help reflect on some things  
8 that are, you know, moving forward. How many people in  
9 the audience drive an electric vehicle? Okay. Without  
10 raising hands, how many people would like to drive a  
11 Tesla? All right. So we all buy cars every three to  
12 five years. Within the next three to five years we  
13 could go from having an energy delivery company of lots  
14 of gas stations to being dependent on Florida Power &  
15 Light that allows us to charge our vehicles in our  
16 garage. How do you hire business analysts and engineers  
17 to plan for that? So it's a difficult task.

18 And then, you know, I guess my closing  
19 statement -- it's probably running out of time -- I was  
20 getting prepared for a four-week robotics camp we're  
21 doing at a local high school. We had a big storm on  
22 Saturday, power went out, knocked out two of the three  
23 phases. We weren't quite sure. We left, came back in  
24 the next day, the power was off. I had to call the  
25 school principal. They said, "We don't know what we're

1 going to do." Obviously they have to call their support  
2 people. We were very relieved when we found out it was  
3 actually the main power coming into the school that was  
4 the problem, not something we had to rely on local  
5 personnel at the school to fix. They had it fixed in an  
6 hour. We had it completely back up and running, get the  
7 air conditioning back on, get kids to work. So,  
8 anyways, lots of uncertainty out there. If Florida  
9 Power & Light is investing money wisely, I'm in support  
10 of the increase.

11 **CHAIRMAN BROWN:** Thank you for -- oh -- thank  
12 you for your testimony.

13 **MR. WILLIS:** Yes, it's bad.

14 **CHAIRMAN BROWN:** It's really bad.

15 Commissioners, any questions?

16 Mr. Kelly, your next customer.

17 And, Mr. Durbin, can you please fix this?

18 **MR. DURBIN:** Yeah, he's working on it back  
19 there.

20 **MR. KELLY:** After Mr. Sabin --

21 **MR. SABIN:** Sabin.

22 **MR. KELLY:** -- Sabin, I apologize, is Mr. Mike  
23 Bauer.

24 **MR. SABIN:** Good evening, Commissioners. My  
25 name is Ed Sabin. I live at 255 River Drive, Tequesta

1 33469. Telephone, (561)747-2329.

2 I've been a -- an FP&L ratepayer for the past  
3 26 years. I'm pleased to advise that the quality of  
4 service and professional response from FP&L has been  
5 very good. As recent as the last two weeks, two  
6 incidents regarding replacing the streetlights and  
7 temporary loss of power.

8 As a businessperson, I understand that quality  
9 service depends upon the financial stability and  
10 investments made by FP&L. I also understand and respect  
11 the rate review process that is the responsibility of  
12 the Florida Public Service Commission and FP&L. Those  
13 are my comments as a private ratepayer citizen.

14 I do represent tonight the Palm Beach Chapter  
15 of SCORE Association. A representative of FPL did  
16 contact our association. We are volunteer business  
17 mentors. There's 50 mentors here in Palm Beach County,  
18 11,000 across the country. We serve as counselors to  
19 America's small business. All of us are volunteers. We  
20 provide business mentoring services that are provided  
21 both by active and retired business executives and  
22 entrepreneurs who donate their time and expertise as  
23 mentors to assist new and established small businesses.

24 SCORE approached FP&L to be a business partner  
25 with the SCORE Palm Beach chapter in support of small

1 business economic development, and FP&L has provided  
2 financial support. This helps SCORE to reach more small  
3 businesses in our community to help local businesses get  
4 started, grow, and prosper for the economic betterment  
5 of our community. Thank you.

6 **CHAIRMAN BROWN:** Thank you for your testimony.  
7 Commissioners, any questions?

8 All right. Mr. Kelly, your next customer.

9 **MR. KELLY:** After Mr. Bauer is Dr. Ted Greer.

10 **CHAIRMAN BROWN:** Good evening.

11 **MR. BAUER:** Good evening. Mike Bauer,  
12 264 Clocktower Drive, Jupiter, Florida, (561)531-0339.  
13 I am the general manager of Roger Dean Stadium. It's a  
14 7,000-seat major league baseball spring training  
15 facility located in Jupiter. I was asked to come here  
16 today by my FPL service representative, Sue Park. And  
17 like many of the folks here today, I don't necessarily  
18 like rate increases, but I am certainly in favor of  
19 reliable utilities and great customer service.

20 And today I'd like to share one of my  
21 experiences. Nearly two years ago, Sue reached out to  
22 me and she noticed that our electric usage was higher  
23 than normal. Consequently, my invoices were higher than  
24 normal. Sue suggested that we meet so that we could  
25 take a more detailed look into what was causing the

1 increase.

2 Later that week we met. And a few weeks later  
3 she came back with an engineer who walked every room of  
4 our complex with myself and my building manager, and  
5 during this inspection we were able to pinpoint several  
6 areas of savings. From this walk-through we were able  
7 to implement better controls for the thermostat, like  
8 this building probably needs, and we changed some of our  
9 older, more costly bulbs, fixtures, water heaters, and  
10 more importantly, we learned how to manage ourselves  
11 better. I'm not sure about you, but I don't have any  
12 other vendors that help me save money and approach me to  
13 save money. It's usually just the opposite.

14 I would also like to note that Sue makes  
15 herself available 24/7. And if I were to have a power  
16 outage at the stadium, I can call her on her cell phone  
17 at any time and she will pick up immediately. As you  
18 can imagine, if that day comes, I will need her. Sue  
19 and her team are topnotch. And as this is a  
20 service-oriented idea, then I would like to say that her  
21 customer service is tremendous.

22 **CHAIRMAN BROWN:** Thank you for your testimony.  
23 Commissioners, any questions?

24 Mr. Kelly has a question.

25 **MR. KELLY:** Yes. Mr. Bauer -- sorry about

1 that -- Mr. Bauer you're with Roger Dean Stadium; is  
2 that right?

3 **MR. BAUER:** That is correct.

4 **MR. KELLY:** Does Roger Dean Stadium, do they  
5 support the rate increase?

6 **MR. BAUER:** Yeah, we support it.

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

8 **CHAIRMAN BROWN:** Thank you. Next customer,  
9 please.

10 **MR. KELLY:** After Mr. Greer is Chris Barry.

11 **CHAIRMAN BROWN:** Hello.

12 **MR. GREER:** Hello. How are you? Is it on?  
13 Ted Greer. My address is 211 Via D'Este,  
14 Apartment 2002, Delray Beach, Florida 33445. I have  
15 been a long, longtime customer of FP&L and then left  
16 FP&L and went to one of those other 55 communities. I  
17 am back with FP&L, very happily so.

18 One of the -- I'm a Hurricane Andrew survivor.  
19 I lived in Miami-Dade County at the time and watched the  
20 frustration of my neighbors, myself included, my family  
21 in getting power back up. A lot has changed since then.  
22 FP&L have gotten better. And I'm just pleased with the  
23 response time. When the power goes out now, I mean,  
24 less than an hour it's back up. I have a daughter  
25 that's diabetic who requires insulin support, so it's

1 important we have power so the insulin remains  
2 refrigerated. And so I always get a little nervous when  
3 the power goes out, and it's amazing now we have a level  
4 of comfort. So when the power goes out, we know don't  
5 worry, it'll be on shortly. And that is our experience  
6 in the last couple of years, and I'm pleased to stand in  
7 support of this.

8 I also want to congratulate FP&L because  
9 they're everywhere. Somebody said that earlier. They  
10 are everywhere. I have the pleasure of serving  
11 non-profit organizations, ministries as well. FP&L  
12 staff, they're on boards, committees, they're giving,  
13 they're serving on the soup line, at the homelessness  
14 issue, they're everywhere, and it gives me great  
15 pleasure to stand here in support. Thank you.

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

17 Commissioners?

18 Mr. Kelly.

19 **MR. KELLY:** Yeah. Dr. Greer, you said you  
20 serve on some non-profit boards --

21 **MR. GREER:** Yes.

22 **MR. KELLY:** -- and ministries. And FPL  
23 contributes to those non-profits directly or indirectly?

24 **MR. GREER:** Years -- yeah. Back in 2010, I  
25 was the CEO of a non-profit in Miami, and they did

1 sponsor one of our banquets.

2 **MR. KELLY:** Okay. Thank you, sir.

3 **CHAIRMAN BROWN:** Thank you. Your next  
4 customer, please.

5 **MR. KELLY:** After Chris Barry is Pamela Payne.

6 **MR. BARRY:** Good evening. My name is Chris  
7 Barry. I reside at 830 Flamingo Drive in West Palm  
8 Beach, Florida 33401. My phone number is (561)818-3127.  
9 For full disclosure, an FP&L representative did ask if I  
10 would be able to attend tonight and speak as a private  
11 resident. Another disclosure, the firm that I work for  
12 does -- has done work for FP&L in the past; however, I  
13 have not done that work personally at the current firm  
14 that I work for, and my opinion tonight is that of my  
15 own.

16 So I was born and raised in Palm Beach County  
17 and have lived within the FP&L service area since 1981,  
18 becoming a direct ratepayer in 2001, and outside of two  
19 and a half years I have been in that service area. Six  
20 months of that two and a half years was spent within the  
21 service area of one of those other utility companies,  
22 and I will tell you that that six months -- and not to  
23 say that the experience that we had in that six months  
24 is what forced us to move out of that area, but I'll  
25 tell you in that short period of time we experienced

1 outages and unreliable service compared to the reliable  
2 service that I've always experienced with FP&L.

3 In the very limited opportunities that I've  
4 needed to call on FP&L, the experience has always been  
5 positive, and especially now, having the privilege of  
6 raising three young children, the reliability of their  
7 service means that it's one thing that I don't have to  
8 worry about as a parent. You know, anybody raising kids  
9 understands that there's a lot that you're concerned  
10 about in the short term and the long term and, quite  
11 honestly, power is not one of the things that I ever  
12 have to worry about being an FP&L customer. So I'm  
13 supportive of the rate increase.

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

15 Mr. Kelly.

16 **MR. KELLY:** After Ms. Payne is Drew Martin.

17 **MS. PAYNE:** Good evening. Pamela Payne, 889  
18 Gazetta Way, West Palm Beach, Florida 33413,  
19 (561)267-5474.

20 My name is Pamela Payne, and I've been an FPL  
21 customer for over 37 years. I'm here tonight to offer  
22 my -- mine and my family's support of the proposed rate  
23 increase. Of course no one wants their bills to  
24 increase, but that's not reality. From what I  
25 understand, the dollars from this rate increase will be

1 used to strengthen the electric grid and further improve  
2 the service reliability for customers by replacing older  
3 poles, placing more equipment underground, and  
4 increasing technology to be able to predict problems  
5 before they disrupt service and also restore power  
6 faster during outages. As have millions of times before  
7 me, we all vividly remember the outages we incurred  
8 during the hurricanes 11 years ago, and hopefully in the  
9 future none of us will go weeks without power. I have a  
10 portable generator in my garage that hasn't been fired  
11 up in 11 years, and I have no desire to do so in the  
12 near future.

13 FPL is a huge company that offers many online  
14 tools to help customers control their usage. We have  
15 been using the online services to ascertain how to  
16 decrease our usage and dashboards to monitor usage month  
17 by month and to compare to previous years. Personally  
18 over the past year we've had four extra people living in  
19 our house. They say kids move away, but they don't.  
20 They keep coming back. Our bill month by month for that  
21 year was actually lower than the previous years. And in  
22 doing a little research before coming here today, I  
23 looked back for the previous six years, and we are  
24 paying less today than we did in two thousand -- in --  
25 six years ago.

1           There are many things in life that we take for  
2 granted but cannot live without. In addition to  
3 electricity, water, gas, and food for a few. Prices of  
4 all of these have not stayed stable over the years.

5           I equate this rate increase to what I do for a  
6 living, which is raising money for cancer research. If  
7 you want the best research, you need to fund it, and the  
8 results will more than compensate for the cost. I want  
9 the best technology and service from FPL. And if the  
10 infrastructure doesn't keep up with the demand, if they  
11 don't modernize older units, add solar and energy  
12 centers and protect the environment, we all suffer. We  
13 are totally in favor of this increase.

14           **CHAIRMAN BROWN:** Thank you, Ms. Payne. You  
15 said "we"?

16           **MS. PAYNE:** My family and I.

17           **CHAIRMAN BROWN:** Thank you for the  
18 clarification.

19           Commissioners, any other questions?

20           **MR. KELLY:** Ms. Payne, you're with the  
21 Leukemia & Lymphoma Society?

22           **MS. PAYNE:** I am with -- I am.

23           **MR. KELLY:** Is that a non-profit?

24           **MS. PAYNE:** It definitely is.

25           **MR. KELLY:** Does FPL contribute directly or

1 indirectly to that organization?

2 **MS. PAYNE:** We are very privileged to count  
3 FPL employees among our best volunteers, yes.

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

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

6 Next customer, please.

7 **MR. KELLY:** After Mr. Martin is Sam Haubert.

8 **MR. MARTIN:** Drew Martin, Lake Worth,  
9 (561)533-6814. I am an elected official. I'm not here  
10 on behalf of my elected office. I'm elected to the Palm  
11 Beach County Soil & Water Conservation District, and we  
12 are unpaid elected officials.

13 I came here tonight. I'm very -- I'm a  
14 volunteer with the Sierra Club, and I represent the  
15 Sierra Club for the Palm Beach County, Martin, and St.  
16 Lucie Counties. I'm very concerned with FPL's  
17 environmental record, particularly in Biscayne Bay where  
18 we've had a great deal of problems with the Biscayne Bay  
19 Power Plant. We also had some violations up in the  
20 Riviera Beach area with a project that's being done up  
21 there. And I'm concerned about the political power of  
22 FPL.

23 Now I have to say that I'm very unhappy with  
24 the fact that so many people are here on the behest of  
25 FPL that have been asked to come here because I think

1 that -- I have no problem with people coming here and  
2 saying they want a rate increase and they think it's a  
3 great idea, but I do have a problem when they're  
4 basically being sent here by FPL, because this is a body  
5 that's taking testimony, and I question whether that's  
6 really independent testimony. And if you make that  
7 decision based on that sort of testimony, whether you're  
8 going to make the right decision.

9 Now I am -- one of my concerns is the pay of  
10 the FPL senior executives. FPL has had some of the  
11 highest paid people in the state of Florida, and that's  
12 for a monopoly. A monopoly means that they don't have  
13 any competition. They're a regulated monopoly and you  
14 control how much they can charge. So I wonder why do  
15 their CEOs need to be paid so much money?

16 I'm also concerned about the political power  
17 FPL has in the state of Florida and how much of the  
18 ratepayers' money goes into paying for political  
19 donations. I understand that FPL makes significant  
20 donations in the state of Florida, and that brings into  
21 question the ability to be fair and just if someone has  
22 so much political power.

23 I'm unhappy with some of the plants that are  
24 being built. The Okeechobee plant -- I don't think some  
25 of these plants are necessary. I'm also concerned that

1 FPL has made an effort to undermine a voter amendment  
2 that people were attempting to get signatures. FPL and  
3 some of the other utilities actually put another  
4 amendment out there, they have hired people, and they've  
5 confused the voters. And I don't think FPL has really  
6 made a good attempt to do solar power, and I've had many  
7 discussions with FPL executives about that. I think  
8 that net metering should be given more incentive and  
9 that there should be more incentives for people to use  
10 their own power system at their house and that we should  
11 try to encourage people to be independent with their  
12 power usage, and I don't feel that FPL has done that. I  
13 don't feel they're justified in this rate increase.  
14 Thank you.

15 **CHAIRMAN BROWN:** Thank you. Just a second,  
16 sir. We have a question for you.

17 **MR. MARTIN:** Yes, ma'am.

18 **CHAIRMAN BROWN:** Commissioner Brisé.

19 **MR. MARTIN:** Yes.

20 **COMMISSIONER BRISÉ:** Thank you. Are you here  
21 on behalf of the Sierra Club or on your personal behalf?

22 **MR. MARTIN:** I represent the Sierra Club  
23 Loxahatchee Group, which represents Palm Beach, Martin,  
24 and St. Lucie County. So from that extent, I'm here on  
25 behalf of that portion of the Sierra Club. I'm not here

1 representing the national Sierra Club or the State of  
2 Florida Sierra Club.

3 **COMMISSIONER BRISÉ:** Okay. Thank you.

4 **CHAIRMAN BROWN:** Any other questions?

5 Thank you, Mr. Martin, for your testimony.

6 **MR. MARTIN:** Thank you.

7 **CHAIRMAN BROWN:** Next customer.

8 **MR. KELLY:** After Mr. Haubert is Pete Tesch.

9 **MR. HAUBERT:** Good evening. My name is Sam  
10 Haubert. I'm a retired battalion chief two weeks ago  
11 from Palm Beach County Fire Rescue after 34 years of  
12 service to the citizens of Palm Beach County. I'm also  
13 an FPL customer. I reside at 5932 Northwest Batchelor  
14 Terrace in Port St. Lucie, Florida 34986. The telephone  
15 number is (772)340-2772.

16 Prior to my retirement, I was -- we were  
17 approached by FP&L to attend tonight and comment on our  
18 professional association and our personal experiences  
19 with the company, and I volunteered for this testimony  
20 tonight at the -- with the approval of our fire rescue  
21 administrator.

22 The Palm Beach County Fire Rescue and fire  
23 departments across the state have long relied on FP&L to  
24 respond to scenes of emergencies, including residential  
25 and commercial structure fires, vehicle crashes that

1 involve power supply, and conditions constituting danger  
2 to the public. In effect, we are partners in public  
3 safety with FP&L and other electrical supplier utility  
4 companies.

5 Each hurricane season we prepare for our role  
6 in response and recovery efforts and simulated events  
7 that test our readiness and adaptability along with  
8 FP&L. Our relationship with FP&L is always evident in a  
9 post-hurricane situation when we often travel together  
10 in a strike team posture. We respond to regions  
11 severely damaged by windstorms, and we work closely to  
12 remove the electrical hazards and to ensure the public  
13 safety.

14 In the last two years, we've worked with FP&L  
15 in fire safety and accident prevention initiatives like  
16 safer homes, fewer burns. Some time ago FP&L recognized  
17 that there were many preventable burns across the state  
18 of Florida due to water heaters being set too high. So  
19 along with some other groups, Palm Beach County Fire  
20 Rescue was invited to, along with electricians,  
21 arborists, and public safety experts from the American  
22 Red Cross, FP&L prearranged the visits, and a team of  
23 experts would then assess the safety condition of the  
24 home, arborists removed vegetation interfering with  
25 electrical service and things that hindered meter

1 connections, the Red Cross would install a free smoke  
2 detector, and we were allowed to have one-on-one fire  
3 safety dialogue with the owner of the home and their  
4 family. All this was free of charge. As a trickle-down  
5 effect, for the homes on the list that we couldn't get  
6 to, we went back and were able to install free smoke  
7 detectors as well.

8 So this -- initiatives like this make our  
9 relationship go from professional to personal because we  
10 feel like we're working along with partners in public  
11 safety and dedicated public servants. Thank you.

12 **CHAIRMAN BROWN:** Sir, thank you, and thank you  
13 for your 34 years of service and congratulations on your  
14 retirement.

15 Commissioners, any questions?

16 Yes, Mr. Kelly.

17 **MR. KELLY:** I add my congratulations on your  
18 retirement.

19 **MR. HAUBERT:** Thank you very much.

20 **CHAIRMAN BROWN:** Copycat.

21 **MR. KELLY:** The Palm Beach County Fire Rescue,  
22 is that organization in favor of the rate increase?

23 **MR. HAUBERT:** I really don't feel qualified to  
24 answer that question because we're obliged to work with  
25 other -- with whatever provider services electrical, the

1 grid in the community. We work with FP&L and other  
2 electrical service providers.

3 **MR. KELLY:** Okay. Fair enough.

4 **CHAIRMAN BROWN:** Thank you for your testimony.  
5 Next customer, please.

6 **MR. KELLY:** After Mr. Tesch is James Moran.

7 **MR. TESCH:** Good evening, Madam Chair, members  
8 of the Commission. I'm Pete Tesch with the Economic  
9 Development Council of St. Lucie County, 500 Northwest  
10 California Boulevard, Port St. Lucie, (772)336-6250.

11 I'd like to add for the record that the  
12 St. Lucie EDC is a non-profit economic development  
13 organization dedicated to job creation and economic  
14 diversification. I'm proud to state that Florida Power  
15 is an investor in our organization and is -- serves  
16 on -- a member of our board of directors.

17 I'm here as an individual to share my  
18 observations. Our organization has no official position  
19 on this. What I would like to share with you is that  
20 FPL has made extensive investments in St. Lucie County,  
21 and with hardening of the grid and improving the  
22 infrastructure, this is a very important element to our  
23 economic development efforts in that we now have  
24 reliable power to many of our industrial parks and  
25 business parks along the I-95 corridor. So in an area

1 like St. Lucie County that has -- suffers from below  
2 average earnings per worker via the state and the  
3 nation, we are now poised to take advantage of having  
4 fully developed industrial sites having the requisite  
5 infrastructure and electric reliability to attract and  
6 retain quality employers.

7 So looking at this from an economic benefit,  
8 looking at creating jobs, increasing the tax base, and  
9 improving the economic prosperity of an area that really  
10 needs business investment and job creation, I would like  
11 to say that I support this rate increase because of what  
12 it's going to do for our community. Thank you very  
13 much. And if there's any questions, I'm happy to  
14 answer.

15 **CHAIRMAN BROWN:** Thank you.

16 Commissioners, any questions? Thank you for  
17 your testimony.

18 **MR. TESCH:** Thank you.

19 **MR. KELLY:** After Mr. Moran is Steve Averhart,  
20 Averhart.

21 **CHAIRMAN BROWN:** Good evening.

22 **MR. AVERHART:** Good evening. I'm Steve  
23 Averhart, 116 West Arch Drive, Lake Worth, Florida,  
24 (561)301-2320. I'd like to thank all of you for your  
25 service to the state of Florida, including the Office of

1 Public Counsel.

2 I'm an FP&L customer and I'm here today to  
3 speak on the high level of service that FPL provides.  
4 I'd also like to disclose that I was contacted by FP&L,  
5 and I'm here to give my honest viewpoint on that.

6 I've lived in other areas with different  
7 electric utility providers, and it is evident that FP&L  
8 is ahead of the game with reliability at a much lower  
9 cost. It's not very common that you get the best of the  
10 best of products or services at the lowest cost;  
11 however, that is the case with FP&L.

12 I also understand the need to invest in  
13 infrastructure and technology to continue to provide  
14 reliable service, and with that we know there comes an  
15 increase in cost. Nearly all goods and services have  
16 increased in price year after year, so I fully  
17 understand why a price increase is necessary. The fact  
18 that a projected rate increase is still going to keep my  
19 bill lower than I was paying a decade ago speaks to the  
20 investment FP&L has made, and I have no issues paying a  
21 little bit more each month to continue to get the best  
22 service. In fact, I recently purchased a home here in  
23 Palm Beach County, and I went out of my way to ensure  
24 that I remained in FPL's service territory, and I've  
25 known several others that have done the same. So I came

1 to speak today in favor of the rate increase. I'm  
2 willing -- I am not willing to sacrifice quality or  
3 service to save a few dollars a month. Thank you for  
4 your time.

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

6 Commissioners, any questions?

7 Thank you.

8 Mr. Averhart, Mr. Kelly has a question.

9 **MR. KELLY:** Do you or any of your family  
10 members work for Florida Power & Light or contract with  
11 any of them?

12 **MR. AVERHART:** No, sir, none at all.

13 **MR. KELLY:** Thank you.

14 **MR. AVERHART:** Thank you.

15 **CHAIRMAN BROWN:** Next customer, please.

16 **MR. KELLY:** Edward -- is Teatmanor (sic)?

17 **MR. TEDTMANN:** Tedtmann.

18 **MR. KELLY:** Tedtmann. I'm sorry. And  
19 followed by Tony Brown.

20 **CHAIRMAN BROWN:** Good evening.

21 **MR. TEDTMANN:** Good evening. My name is  
22 Edward Tedtmann. I reside at 869 Northwest 8th Avenue.  
23 Telephone number, (561)734-3163. I've been a resident  
24 of Palm Beach County for 32 years, and I've noted that  
25 the quality of service from FP&L has equaled Cincinnati

1 Gas & Electric before I moved here, which is now Duke  
2 Energy.

3 FP&L, in my estimation, should have been  
4 replacing their aging infrastructure all along. We have  
5 in this country a 50-year-old grid, and why that's not  
6 been upgraded, I don't understand. But I guess it's  
7 just like the rest of the infrastructure in this  
8 country. The powers to be don't want to spend the  
9 money.

10 The 11.5 percent profit is considerably higher  
11 than the 5.5 to 6 percent that I'm receiving in today's  
12 market, let alone 12.5 percent. And I was also  
13 astounded to read in the Palm Beach Post that the FPL  
14 executives are the highest paid of any corporation in  
15 Florida. The CEOs of public utility members is paid at  
16 least 30 times that of the President of the United  
17 States. The corporate salaries have gone absolutely  
18 berserk, and the wages and salaries have not gone up in  
19 this country since the '70s. So if you can justify that  
20 kind of rate increase. And also this rate increase is  
21 the basis for increased bonuses of these executives, so  
22 that's another consideration.

23 I think that that's -- I, you know, I agree  
24 with the other speaker that was here earlier that the --  
25 I think FP&L is a member of the Florida -- the Alliance

1 of Florida Industries, which is a mega political power,  
2 and I disagree with a public utility being involved in  
3 that kind of activity. Thank you.

4 **CHAIRMAN BROWN:** Thank you for your testimony.  
5 Commissioners, any questions?

6 Thank you.

7 **MR. KELLY:** After Mr. Brown is John Carter.

8 **MR. BROWN:** Good evening, Commissioners. I'm  
9 Tony Brown. And for those of you keeping a tally, I'm  
10 speaker number 38.

11 I'm here in my capacity as the executive  
12 director of the Riviera Beach Community Redevelopment  
13 Agency. Our address is 2001 Broadway, Riviera Beach,  
14 Florida, here in Palm Beach County, and my phone number  
15 is (561)844-3408.

16 Yes, I have been asked to speak by FP&L, but  
17 they're not surprised by my comments because I report to  
18 a publicly elected board. And what I'm about to tell  
19 you I have said publicly to my board, to the residents  
20 of Riviera Beach, and I have talked about FPL's  
21 corporate responsibilities in an international  
22 competition where their investment in clean energy,  
23 their commitment to maintaining a safe haven for our  
24 manatees allowed us to win the coveted Bursary Award in  
25 this -- in 2012 in this international competition. So

1 we are quite grateful for FP&L and being a responsible  
2 and responsive corporate citizen in our community. I  
3 have experienced them to not only be responsive, but  
4 they have shown a commitment to a sustainable built  
5 environment.

6 As a government official, their investment in  
7 the Riviera Beach Energy Center provided -- well, let me  
8 just say this. FP&L is the largest corporate taxpayer  
9 in our city. Their investment in 2014 increased our tax  
10 base by 33 percent. I don't think no speaker has talked  
11 about the impact, the economic impact of when you have a  
12 private/corporate citizen with the level of investment  
13 made by them to show what that impact means to a public  
14 entity and for me, a community developer whose primary  
15 responsibility is to invest taxpayers' dollars into the  
16 improvement of our area.

17 As a community developer, we just underwent  
18 the largest capital improvement project ever for the  
19 City of Riviera Beach, and we had to maintain keeping  
20 the marina open for our boats, for our working  
21 waterfront, for the Port of Palm Beach. And as we  
22 worked with the construction managers, they not only had  
23 individuals, they had several individuals there at our  
24 construction management meetings to make sure that they  
25 knew what our schedule was to relocate transformers and

1 to do a number of things.

2 The commitment to the sustainable built  
3 environment I talked about, the commitment to renewable  
4 energy and that impact and the Manatee station. So  
5 there is an intangible value to providing quality  
6 customer service. I can't put a price tag, but I can  
7 tell you that if they had provided poor customer  
8 service, we would have had delays in our construction.  
9 FP&L made investments in their substations separate from  
10 the renewable energy investment that provided a passive  
11 park and a clean environment that provided one of the  
12 best looking facilities and created an oasis where we  
13 have a sea of blight. So quality customer service has  
14 been outstanding, and I'm grateful.

15 **CHAIRMAN BROWN:** Thank you. Thank you, sir,  
16 so much for your testimony.

17 Commissioners, any questions?

18 Mr. Kelly has a question.

19 **MR. KELLY:** Mr. Brown, the Riviera Beach  
20 CRA -- does the Riviera Beach CRA support the rate  
21 increase?

22 **MR. BROWN:** I'm not here to speak on the rate  
23 increase. I'm here to speak on the quality of customer  
24 service. I figure with the lawyers and the economists,  
25 you all will address that.

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

2           **MR. BROWN:** Thank you.

3           **CHAIRMAN BROWN:** Thank you again.

4           Next customers.

5           **MR. KELLY:** After Mr. Carter is Jayever Luque,  
6 Luque.

7           **CHAIRMAN BROWN:** Good evening.

8           **MR. CARTER:** For the record, you pronounced my  
9 name perfectly.

10          **MR. KELLY:** Thank you.

11          **MR. CARTER:** Again, for the record, my name is  
12 John Carter. My address is 4400 West Sample Road,  
13 Coconut Creek, Florida 33073. Phone number,  
14 (954)551-8340. I never dial myself. Thank you.

15                 I'm here, and I am a ratepayer with FPL, as a  
16 private customer, but I'm also here not only as a  
17 private individual, but I'd like to speak to my  
18 professional involvement, if you will, relative to FPL.  
19 The business that I am in, I'm a senior executive with a  
20 real estate home builder. We are the largest -- one of  
21 the largest privately held home builders in Florida with  
22 operations everywhere in Florida south of Orlando. So  
23 with that, I would characterize my experience with FPL  
24 over the last ten to 12 years, which spans two companies  
25 but predominantly with my current company, but if you

1 would have asked me 12 years ago about the quality of  
2 service with FPL, I would have told you that I would  
3 rather have jumped off a bridge. Because I will say  
4 over that span of time my teams have directly been  
5 responsible for anywhere from three- to four thousand  
6 new customers being connected to FPL's system, and I  
7 will tell you back then it was horrible. And I will  
8 tell you initially it was very difficult as I sought  
9 problem resolutions and escalated it up into the  
10 executive ranks of the company of finding any -- anybody  
11 willing to look at me and deal with the issues. In  
12 fact, I would literally, when those issues arose, I  
13 would just take my business plan and throw it out the  
14 window because I know it was done.

15 I'm here before you today because I have a  
16 passion. I have a passion to tell that you since those  
17 initial encounters to where we are today, FPL has not  
18 only reacted to the problems that I know I have brought  
19 but others in my industry have brought, and they have  
20 put in place systems, they've put in place procedures,  
21 and they've put in place people to deal with problems  
22 when their quality of service goes off the rail to the  
23 point now where I'm no longer worried about an FPL touch  
24 point and me -- forcing me to take my business plan and  
25 throwing it out the window.

1           And so I know it's very easy to come up and  
2 speak about the problems you have, and I thought it was  
3 important to come up and speak to you about an  
4 organization as large as FPL and the ability for them to  
5 change and mature over the growth of time to deal with  
6 problems to the extent where I've been invited to come  
7 in and speak to their senior service managers about  
8 issues that I'm having and my industry is having and  
9 helping them put in place service recovery protocols.

10           **CHAIRMAN BROWN:** Thank you, Mr. Carter. Your  
11 time has expired.

12           **MR. CARTER:** Thank you.

13           **CHAIRMAN BROWN:** Are you speaking on behalf of  
14 your company?

15           **MR. CARTER:** I am not. I'm here as a private  
16 individual, but all of my experience I spoke to has been  
17 professionally.

18           **CHAIRMAN BROWN:** Thank you.

19           Commissioners, any questions?

20           Mr. Kelly has a question.

21           **MR. CARTER:** Yes, sir.

22           **MR. KELLY:** Did you say you support the rate  
23 increase?

24           **MR. CARTER:** I do. I support the rate  
25 increase to the extent that I'll leave it to this fine

1 body to decide the amounts.

2 **CHAIRMAN BROWN:** Thank you.

3 **MR. CARTER:** Thank you.

4 **CHAIRMAN BROWN:** Next customer, please.

5 **MR. KELLY:** Ms. Judy (sic) Bond followed by  
6 David Heaton.

7 **CHAIRMAN BROWN:** Good evening.

8 **MS. BOND:** Hi there. It's actually Jody Bond  
9 with an O.

10 **MR. KELLY:** I'm sorry. I apologize.

11 **MS. BOND:** You probably couldn't read my  
12 handwriting. That's okay.

13 Jody Bond. I'm a resident of Martin County  
14 for 47 years. I live at 2421 Southwest Foxpoint Trail  
15 in Palm City, 34990. And my cell phone is  
16 (772)284-1935.

17 I'm all -- I'm many things and I'm very happy  
18 that I've been able to do that in Martin County for so  
19 many years. I'm a former member of the Martin County  
20 School Board and I was a founding member of the Children  
21 Services Council of Martin County. We followed Palm  
22 Beach County when they established it almost 30 years  
23 ago. And I'm a present sitting member of the Martin  
24 County Children Services Council. I'm also involved in  
25 many of the different non-profit boards in Martin

1 County. And I want to say I heartily support Florida  
2 Power & Light to continue doing the kind of work that  
3 they do with the excellence that they have shown to all  
4 of us. In Martin County we view Florida Power & Light  
5 as a neighbor.

6 Where I am involved with the non-profits, they  
7 are involved. They are there on every corner. When we  
8 had to go through reauthorization of Children Services  
9 Council three and a half years ago, they were there to  
10 support us with bodies, with finance, as they have done  
11 with everybody else. So I don't see them just as a  
12 corporate structure making a bunch of money. I'm happy  
13 they're profitable. I'd rather not have a corporation  
14 that's not profitable. But the point is they support  
15 the communities where they live, and that speaks to me  
16 loudly, more loudly than anything else. They are not  
17 there just for the dollars. They are there to be part  
18 of the community. So I certainly hope that they will be  
19 allowed to have this increase.

20 You're right, nobody likes to pay more money.  
21 I own a retail jewelry store. Believe me, the cost of  
22 gold has gone up quite a bit since 2002. So everything  
23 goes up. My Florida Power & Light light bill has  
24 consistently gone down. Thank you for the time, and I  
25 appreciate this to speak to you.

1           **CHAIRMAN BROWN:** Thank you, Ms. Bond.

2           Commissioners, any questions?

3           Thank you for your testimony.

4           **MS. BOND:** You're very welcome.

5           **MR. KELLY:** After Mr. Heaton is Jeff Leslie.

6           **CHAIRMAN BROWN:** Good evening.

7           **MR. HEATON:** Good evening, Commissioners.

8           Thank you for this opportunity. David Heaton. I am the  
9           executive director of the Children Services Council.

10          Jody is one of my board members. I'm here as an  
11          individual but through a professional concern and  
12          association with FPL with regard to our facility.

13                 I live at 2123 Southeast Meadowbrook Road,  
14          Stuart, Florida 33497. My phone number is  
15          (772)283-4902. In 2010, 2011, the Children Services  
16          Council built a green building, an efficient building  
17          with a highly efficient air-conditioning system, all  
18          sorts of features that were designed to save power and  
19          electricity. I have a board and a staff that is loath  
20          to contribute anymore money to FPL and other entities  
21          than necessary because we want to put all of our  
22          resources into supporting our community's children.

23                 So I had FPL's customer service folks come out  
24          to our building once it was completed, give us an energy  
25          evaluation, speak to anything they observed in that

1 walk-through that we could improve upon to again save  
2 money and be efficient. They were very helpful in that  
3 respect. So I'm here really to speak to their customer  
4 service. I was asked to speak tonight because that  
5 highly efficient air-conditioning system is also very  
6 susceptible to power surges and power fluctuations, and  
7 we, over the last year, have gone through a period where  
8 those fluctuations have continued to harass us to the  
9 point of blowing fuses, frying circuit boards, and the  
10 most recent example, destroying two compressors. Now  
11 that is a three-year-old system, so it's very expensive  
12 for us to repair that. So naturally we reached out to  
13 FPL, asked them to put a meter on the system to  
14 determine whether we could control these fluctuations.  
15 They did that; they did that immediately. They were  
16 very responsive. We still struggle with this and I'm to  
17 this day working on it, but I'm so appreciative of  
18 people like Leo Daemon (phonetic), who is one of their  
19 technology support people, who finally understands the  
20 problem, has identified what we can do as a solution,  
21 and promises to be there for us and fix that. So I just  
22 wanted to express that appreciation.

23 I'm really not here to talk about the rate  
24 increase. You, as others have said, will decide what's  
25 best in that regard. I heard convincing arguments on

1 both sides of this issue. So I do want to congratulate  
2 them on their level of customer support. And if the  
3 rate increase keeps that customer support at that high  
4 level, I support it.

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

6 Commissioners, any questions?

7 Thank you.

8 **MR. KELLY:** After Mr. Leslie is Kirsten Dolan.

9 **CHAIRMAN BROWN:** Good evening.

10 **MR. LESLIE:** Good evening. I'm Jeff Leslie.

11 I live at 111 Golfview Drive, Tequesta, Florida. My  
12 phone number is (561)744-3444. Some people probably  
13 remember the old milk commercial, "We all grew up on  
14 MacArthur." Well, we grew up on MacArthur and FPL all  
15 of those days. And while I wasn't always a ratepayer  
16 when I was a child, I have been for many years in my  
17 businesses and in my personal life.

18 I own and operate several companies in  
19 Indiantown, Florida. Two of them are actually regulated  
20 companies and one is Indiantown -- or ITS  
21 Telecommunications Systems and the other is Indiantown  
22 Company -- Water and Sewer Company regulated by the  
23 Public Service Commission.

24 I wanted to come and comment. I was asked by  
25 FP&L, my FP&L representative if I'd be interested in

1 saying something, and I was really honored by the  
2 opportunity to say so because of the great things that I  
3 perceive that FP&L does for us all. You know, we've  
4 talked about all of the different organizations they  
5 support and all the things that they do and the  
6 contributions. And as everyone has said, they're  
7 everywhere, and I just can't even imagine what the  
8 economic impact of all of that is, you know, when we  
9 talk about the amount of money that we pay to them for  
10 our services. The payback has got to be many, many  
11 times more than that back to us.

12 I wanted to mention a couple of specific  
13 things that I think have been very important to us being  
14 a rural community and a somewhat impoverished community.  
15 We, owning the telephone company, had recently expanded  
16 with fiberoptics throughout our area and on into Martin  
17 County, and as part of that, we were able to open up one  
18 of the only commercial data centers in Martin County,  
19 probably in St. Lucie or Indian River County also, our  
20 very first class data center. And when we wanted to  
21 make that investment, being a small company, trying to  
22 find the funding, the capital, a way to do those types  
23 of things and try to bring some economies to that  
24 impoverished Indiantown, it was hard to convince people,  
25 well, is this going to be something that can work for

1 us? And we're so thankful that FP&L was willing to work  
2 with us and bring us brand new power -- because here we  
3 are in the middle of this rural community and  
4 reliability -- to be able to do a data center, it has to  
5 be reliable. Well, we are now receiving customers from  
6 all over the place as a result of that, and their  
7 willingness to do so for a very minor capital  
8 improvement cost to us was just the ticket that helped  
9 us get it all going.

10 I also want to say they help us in, like, in  
11 our water and sewer company a lot. The other a day we  
12 had a sewer pipe that, you know, was an emergency  
13 problem with that sewer pipe. And they always are  
14 holding poles and doing everything we want. I just  
15 wanted one last thing to say thank you to Amy Brunjes  
16 and to Nick Blount for always being there 24/7 whenever  
17 we need them.

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

19 Commissioners, any questions?

20 Mr. Kelly has a question.

21 **MR. KELLY:** Does your company do any business  
22 directly or indirectly with Florida Power & Light?

23 **MR. LESLIE:** Minor, minor amount. We provide  
24 telephones to them.

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

1           **MR. LESLIE:** Thank you.

2           **CHAIRMAN BROWN:** Thank you.

3           Next customer.

4           **MR. KELLY:** After Ms. Dolan -- and I  
5 apologize -- Angelica Mensets, Mendets (sic).

6           **MS. MENDIETA:** Mendieta.

7           **MR. KELLY:** I'm sorry.

8           **MS. DOLAN:** You did say Kirsten properly, by  
9 the way. Thank you.

10           Hello. Thank you for the opportunity. My  
11 name is Kirsten Dolan, and my address is 618 Fern Street  
12 in West Palm Beach, Florida 33401. My number is  
13 (917)664-3430.

14           I'm the owner of One Parking, and we operate  
15 parking garages nationally, not just here in Florida. I  
16 was asked by FPL to be here. And I work with FPL by  
17 providing traffic directors at the Manatee Lagoon Center  
18 during the manatee season.

19           Just to put this in perspective from a  
20 financial standpoint, it's less than 5 percent of our  
21 overall revenues that we receive. So that's the  
22 financial relationship.

23           I don't feel that I'm up here being  
24 disingenuous, as someone had mentioned, and I hope that  
25 my testimony won't be discounted because I was asked to

1 be here. I'm here because I support FPL, who's also  
2 been very community minded and supported me as a locally  
3 headquartered woman-owned business. I'm very proud of  
4 that and that's why I'm here.

5 I'm here as a supporter of FPL as both a  
6 residential and a commercial customer. I can say that  
7 my experience in both realms has been very positive, and  
8 as a business owner I understand the need to increase  
9 rates over time. I think that the proposed modest  
10 increase is reasonable and prudent for the reliable  
11 service that I've enjoyed at my home and in my business  
12 for the past 11 years. Thank you.

13 **CHAIRMAN BROWN:** Thank you.

14 Any questions, Commissioners?

15 Mr. Kelly, your next customer.

16 **MR. KELLY:** I'm going to let her say her name  
17 so I don't butcher it again, and then it will be  
18 Mr. Bart Cunningham.

19 **MS. MENDIETA:** Hello. My name is Angelica  
20 Mendieta, and I'm a resident of Palm Beach County and in  
21 the service area. My address is 3573 Suncrest Road,  
22 Lake Worth, Florida 33467, and my number is  
23 (561)410-5113.

24 I was made aware of this here by a friend of  
25 ours that works at FPL. But despite that, you know,

1 after going through it, I understand why the increase is  
2 for upgraded facilities; automation; storm hardening,  
3 which is very important here in Florida with all the  
4 storms that we have. My customer service experience has  
5 been great with them. We really don't have any outages,  
6 and when we do, they're, like, seconds.

7 And when we moved from one location to the  
8 next, they made the move seamless. When we did move  
9 into our new location two years ago, we had a tree which  
10 was kind of like burning because of the wires. And I  
11 called FPL and they were there, you know, within, like,  
12 20 minutes, they were there quick, to take care of the  
13 situation. I think that no one does want an increase.  
14 But I have friends that live in other areas, and what we  
15 pay is a lot less than what they pay. So those are just  
16 some of my thoughts that I have, and thank you for  
17 letting me come.

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

19 Commissioners, any questions?

20 Thank you.

21 **MR. KELLY:** After Mr. Cunningham is Jerry  
22 Buechler.

23 **CHAIRMAN BROWN:** Good evening.

24 **MR. CUNNINGHAM:** Good evening, Commissioner.  
25 I'm Bart Cunningham, 7386 Ashley Shores Circle, Lake

1 Worth. I am an FP&L customer. I was contacted by a  
2 friend. And after sitting here listening to counsel and  
3 asking people how they were contacted, the friend that  
4 asked me, it was kind of like it was strange because  
5 they were surprised that my response was, I said, "Yeah,  
6 I know about the Public Service Commission." I'm a  
7 native Floridian, 60 years old, born and raised in the  
8 City of Lake Worth. So for 25 years under the City of  
9 Lake Worth utilities, and for 35 years been a homeowner  
10 and obviously it's been with FP&L. But the surprise to  
11 the person that had asked me, I asked him, "Since you're  
12 not a Floridian, do you know the name Paula Hawkins?"  
13 And I'm sure there's a few people in this room that know  
14 that name.

15 For some reason as a child growing up,  
16 probably 12 years old, I don't know, that name stuck out  
17 to me when I would always hear this name on television,  
18 Paula Hawkins with the Public Service Commission, when  
19 they were going around making their tours. So he was  
20 really taken by surprise. So even though he's a friend  
21 and he works for FPL, it was an honor to be here  
22 60 years old and to remember that. It just came up.

23 But, anyhow, I'm here to speak in favor of  
24 FPL. And one of the things that I've admired over the  
25 years -- just yesterday I was watching some trucks down

1 in the Boynton area where it was one of their vendors --  
2 Pike, I believe, was on the side of the truck -- once  
3 again improving the infrastructure. And as a child and  
4 now as an a adult growing up in Palm Beach County to see  
5 where we've come from all these years and to know that  
6 they've improved a great infrastructure in Palm Beach  
7 County. The level of service has been outstanding. I  
8 worked for Sears & Roebuck, one of my first jobs, for 13  
9 years. I believe in satisfaction guaranteed or your  
10 money back anything. And when it comes to FPL, when  
11 you've got quality of service, you know, yeah, there's a  
12 price for it, but I have the highest confidence in them  
13 about it as a consumer.

14 And one of the other things final would be  
15 smart meters and the dashboard that you get and all that  
16 is great. So thank you.

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

19 Commissioners, any questions?

20 Thank you.

21 **MR. KELLY:** After Mr. Buechler is Barbara  
22 Susco.

23 **MR. BUECHLER:** My name is Jerry Buechler. I  
24 live at 1719 Southwest Leafy Road in Port St. Lucie,  
25 Florida, and my phone number is (305)510-4927.

1           So I'm on the other side of the fence as --  
2           from this stacked audience because it really is a  
3           stacked audience. My dad lived five years and I owned a  
4           property ten years in King's Point, which is in Palm  
5           Beach and Delray Beach area, 55 and older community.  
6           They have an auditorium of 1,400. I swear, if you had  
7           this hearing there, there would be 1 percent, maybe  
8           10 percent supporting you, 90 percent opposed because  
9           these people can't afford a 24 percent rate increase  
10          over the next four years.

11           I mean, if you read the -- I mean, just today  
12          I wrote a check to somebody. I flip houses and I'm  
13          trying to save enough money to do zero energy homes, but  
14          I just wrote a check to one of my painters. He said,  
15          "Look, I need a check today and I need some money  
16          advanced on it because I couldn't pay my electric bill  
17          last month, and I've got my wife and my four kids. It's  
18          going to be turned off tomorrow unless I pay it today."  
19          This is the reality of so many people in this  
20          three-county area. I'm talking about Dade, Broward,  
21          Palm Beach, and actually five-, six-county area when you  
22          include the Treasure Coast.

23           And the Sun Sentinel had a -- it was like six  
24          months ago interviewed renters. The average renter in  
25          this three-county area of Dade, Broward is spending over

1 40 percent just on rent. Not utilities, just on rent.  
2 Not car payment, not cell phone, not water, not gas.  
3 You don't understand. You know, none of these people  
4 are here because they're working two jobs. They're  
5 picking up their kids at daycare, you know. This is a  
6 totally stacked audience.

7 I mean, where I -- FP&L is making  
8 \$1.65 billion. I don't understand why they need a rate  
9 increase. FPL plans to build a \$1.2 billion natural gas  
10 power plant in Okeechobee County, which is about, as the  
11 bird flies, maybe, you know, 30 miles northwest of where  
12 I live, and this will use 9 million gallons of water per  
13 day. That equals the current consumption of Indian  
14 River County, that's Vero Beach. So they're going to  
15 use as much water as the whole county uses every day,  
16 and then they're going to deep well inject it. And what  
17 feeds our water in Martin County, in St. Lucie County,  
18 and Indian River County is what's called surface  
19 aquifer. It's below the soil and it goes about  
20 400 feet. So this water is all going to go westward to  
21 the ocean. And if it's heavy rains, it's going to  
22 percolate up and it could contaminate our -- I mean, I  
23 think it's probably contaminated enough because they  
24 have to deep well inject it. It could potentially  
25 contaminate our aquifer and it's eventually going to end

1 up in the estuary. Anybody who lives in Treasure Coast  
2 knows this is the issue that's in the paper every day.  
3 You know, turtle -- the sea grass is dying.

4 **CHAIRMAN BROWN:** Thank you. If you could just  
5 wrap it up.

6 **MR. BUECHLER:** Okay. Basically, you know,  
7 also the Amendment 1 scam, I have a whole paper here on  
8 that if people -- they can come get it. But, you know,  
9 onsite solar, actually --

10 **CHAIRMAN BROWN:** Sir, thank you so much.

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

12 **CHAIRMAN BROWN:** Commissioners, do you have  
13 any questions?

14 Thank you for your testimony.

15 Next customer, please.

16 **MR. KELLY:** I just wanted to ask the last  
17 speaker --

18 **CHAIRMAN BROWN:** I'm sorry. Mr. Buechler, can  
19 you --

20 **MR. KELLY:** I just wanted to -- well, he --  
21 did you want to submit your written comments as part of  
22 the record?

23 **CHAIRMAN BROWN:** Mr. Buechler, if you could  
24 hand it over here to Mr. Durbin. That will be Exhibit  
25 6.

1 (Exhibit 6 marked for identification.)

2 **MR. KELLY:** Madam Chair, what was -- somebody  
3 put in 5? I apologize.

4 **CHAIRMAN BROWN:** Yes. That was Comerford.

5 **MR. KELLY:** Thank you. I'm sorry.

6 **CHAIRMAN BROWN:** Good evening.

7 **MS. SUSCO:** Thank you. Barbara Susco, 7164  
8 St. Andrews Road, Lake Worth 33467. Phone number,  
9 (561)641-3818. And I agree with the previous gentleman  
10 and Drew that this is a stacked deck here. And it  
11 sounds like insider trading with these groups here  
12 coming and representing the guys with the Armani suits.

13 Businesses can pass on these costs to their  
14 customers, so of course they're not worried about  
15 getting an increase. And as far as the government  
16 usage, you know, you have all these usages by the  
17 government. This is going to be passed on to the  
18 citizens. So we're losing both ways. And this thing is  
19 just going to continue to spiral. Now they want a  
20 one-cent increase in the sales tax. So the poorest  
21 people of our area are constantly getting hit.

22 And FP&L is a monopoly. Let's face it. I'm  
23 in their On Call program. I try to cooperate any way  
24 that I can with our utility company. I've only lost an  
25 oven once to the -- some kind of power surge. And I

1 also pay for insurance and I had that globe put on my  
2 meter. But I did object to their putting the smart  
3 meter on the house. They're not healthy. They're very  
4 dangerous. And, of course, it's GE that has a monopoly  
5 throughout the United States with -- under Mr. Immelt,  
6 who advises the President. So we're all losing there.  
7 We're just going to have to suffer with smart meters.  
8 But most of this stuff is not smart. It's dangerous.

9 And I'm just opposed to any increase in rates,  
10 and I object to the high salaries that these guys are  
11 getting. They're in the 1 percent. They haven't the  
12 foggiest idea how the rest of the people live.

13 **CHAIRMAN BROWN:** Thank you, Ms. Susco, for  
14 your testimony.

15 Any questions?

16 All right. Next customer, please.

17 **MR. KELLY:** And I apologize. I'll butcher  
18 this one. Les Uittenbogaard followed by Sheila  
19 Calderon. How bad did I do?

20 **MR. UITTENBOGAARD:** You didn't do too bad.

21 **CHAIRMAN BROWN:** Good evening.

22 **MR. UITTENBOGAARD:** Good evening. My name is  
23 Les Uittenbogaard. I live at 405 Westwind Drive in --

24 **CHAIRMAN BROWN:** Spell that for our court  
25 reporter, please.

1           **MR. UITTENBOGAARD:** U-i-t-t-e-n-b-o-g-a-a-r-d,  
2 just the way it sounds. My name is Les Uittenbogaard.  
3 I live at 405 Westwind Drive in North Palm Beach. My  
4 phone number is (561)319-8930. I'm actually here  
5 tonight to represent what would be a small residential  
6 owner. I do not have a business. It's just myself in  
7 the house alone. I'm not really what you would call a  
8 big FPL user by any means.

9           I'm here to state I do not have any opposition  
10 to a rate increase from FP&L. I sit down every month  
11 like you all do and I pay my bills. I don't like paying  
12 my bills, I don't like giving people money, but one of  
13 the bills that I do pay that I don't feel real bad about  
14 because of the value is FP&L. I feel I'm getting what I  
15 pay for when I write that check out at the end of every  
16 month. Now like I said, I don't like writing those  
17 checks, but that's one I feel I'm getting my money's  
18 worth.

19           And I have been an FP&L user for 40 years. As  
20 far as service issues, other than the hurricane and a  
21 few brownouts now and then, I've been real lucky. Knock  
22 on wood. I had an issue with vegetation about  
23 six months ago. I made a phone call. The FP&L guy  
24 called me right back. Within two weeks there was a crew  
25 there, set up an appointment, everything was taken care

1 of. No issues, no problems at all. So I'm very happy  
2 with the service part of it.

3 Just to be brief, as far as the price increase  
4 goes, I don't mind paying. I don't mind paying for good  
5 services. I don't mind paying for having our present  
6 structure upgraded. I realize the county is growing.  
7 We need to -- FP&L has to put money into new facilities.  
8 As long as I'm still getting value, I have no opposition  
9 to it. Thank you.

10 **CHAIRMAN BROWN:** Thank you for your testimony.  
11 Commissioners, any questions?

12 Thank you.

13 Next customer.

14 **MR. KELLY:** After Ms. Calderon is Mavis  
15 Carroll Emory. Sheila Calderon?

16 (No response.)

17 All right. Ms. Emory?

18 (No response.)

19 Brian Mumme followed by Joseph Chase.

20 **MR. MUMME:** Greetings.

21 **CHAIRMAN BROWN:** Good evening.

22 **MR. MUMME:** My name is Brian Mumme. You won't  
23 forget that last name now; right? That's Mumme,  
24 M-u-m-m-e. I live at 1065 South U.S. Highway 1 in  
25 Jupiter, Florida 33477. Phone number is (239)332-4646.

1 I'm here as a homeowner and I certainly  
2 support the rate increase. They've earned -- they've  
3 earned it. FPL does a fantastic job, and I have no  
4 qualms with the rate increase. And I'm also a  
5 mechanical engineer and I do a lot of energy work, and  
6 FPL has just a fantastic rebate program for thermal  
7 energy storage, energy recovery units, pneumatic control  
8 ventilation. And it's really quite amazing because  
9 virtually there are very few other electrical companies  
10 certainly in Florida but around the country that do that  
11 sort of -- those sorts of programs. So I'm a strong  
12 supporter of FPL and I'm glad to be here to cast my  
13 support for the rate increase.

14 **CHAIRMAN BROWN:** Thank you, Mr. Mumme.

15 Mr. Kelly has a question for you.

16 **MR. MUMME:** Yes, sir.

17 **MR. KELLY:** Does your company do work directly  
18 or indirectly for Florida Power & Light?

19 **MR. MUMME:** If you mean Florida Power & Light  
20 Services, LLC, yes.

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

22 **MR. MUMME:** Thank you.

23 **CHAIRMAN BROWN:** Mr. Kelly, just a second. If  
24 there's anybody in here that is going to testify that  
25 has signed up but that has not been sworn in, can you

1 please raise your hand.

2           Could you please stand up and raise your right  
3 hand. I saw a few folks that came in.

4           Do you swear or affirm that the testimony that  
5 you're about to give is the truth in this matter?

6           (Collective affirmative responses.)

7           (Witnesses collectively sworn.)

8           Thank you. Proceed.

9           **MR. KELLY:** After Mr. Chase, Joseph Chase,  
10 Debra -- uh-oh -- Steigerwald.

11           (No response.)

12           Carol Strick, followed by Edward Strick.

13           **CHAIRMAN BROWN:** Good evening.

14           **MS. STRICK:** Hello. My name is Carol Strick.  
15 I live at 3516 Whitehall Drive, West Palm, 33401, and my  
16 phone is (561)689-1597.

17           I live in Whitehall, which is a condo  
18 community on 45th Street and Congress, 350-plus units.  
19 I am absolutely opposed to this increase and so is every  
20 single person I spoke to in Whitehall. A lot of people  
21 live on fixed incomes and they really can't pay anymore  
22 money. The social security isn't giving an increase,  
23 and so they just don't have it to spend.

24           There are a few things that I wanted to say.  
25 For one thing, I really don't understand the increase

1 because, according to Florida Power & Light, they are  
2 going to use the wastewater from the Solid Waste  
3 Authority to be able to lessen their costs. So why the  
4 increase after we're being subjected to this toxic air  
5 from the incinerator, which as a member of the Palm  
6 Beach County Environmental Coalition, we have been  
7 trying to fight that thing for years and unfortunately  
8 we lost and we're all stuck with the poison.

9 In any event, getting back to the cleanliness  
10 somebody mentioned of the stacks in Riviera Beach, it is  
11 the worst thing that happened to Riviera Beach. The  
12 rate of children who are sick with asthma is more than  
13 75 percent. A friend's niece who lived on 2nd Street in  
14 Riviera Beach was 34 years old and passed away recently  
15 from severe asthma. Her entire family is sick with  
16 asthma. Everybody on 1st Street, 2nd Street, 3rd Street  
17 in Riviera Beach has asthma. If there was an increase,  
18 the things they should use it for is to clean up the  
19 stacks in Riviera Beach instead of letting so many  
20 people get sick. So I think that was really the main  
21 thing that I wanted to say.

22 Yes, this was a stacked audience because if  
23 you asked the average working class person who has no  
24 benefits to gain financially from this company, they  
25 would absolutely be "un" in favor of a rate increase.

1 So thank you very much for listening. Speaking for the  
2 people actually.

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

4 **MR. KELLY:** After Mr. Strick is Renate Fillie  
5 (sic).

6 **MS. FINNIE:** Renate Finnie.

7 **MR. KELLY:** Finnie. I'm sorry.

8 **CHAIRMAN BROWN:** Good evening.

9 **MR. STRICK:** Good evening. My name is Edward  
10 Strick. I live at 3516 Whitehall Drive, West Palm,  
11 33401. The number, (561)689-1597. I would like to echo  
12 the thoughts that my mom just gave. My feeling is when  
13 you jack up the price of FP&L by a large margin,  
14 everything else is also going to go up. So it's not  
15 just this increase we're talking about; everything else  
16 will be affected.

17 A lot of people are just scraping by now. So  
18 you're not just increasing this. Food is going to go  
19 up. Everything is going to go up. We're talking about  
20 a monopoly here. We don't really have a good  
21 alternative to FP&L. If we did, believe me, we'd be on  
22 it.

23 I feel that a good suggestion would be to  
24 change the code so that in the future when you built a  
25 house, you would have solar paneling included and

1 also -- for the roof and also a solar hot water heater  
2 so that we could be producers of our own energy. We'd  
3 save on the cost and we'd spare the environment. We  
4 wouldn't be totally dependent on FP&L. We'd produce our  
5 own. We're in Florida where it's the Sunshine State.  
6 Why we didn't do this before is because FP&L is a  
7 monopoly and they don't want this.

8 My -- also my concern is I live a few miles  
9 east of here between where the incinerator is where  
10 they're burning garbage to create energy and sell to  
11 FP&L. That's what they consider recycling waste. But  
12 we're paying a huge price in terms of our health with  
13 asthma and also in terms of the planet's health with  
14 global warming, climate change. FP&L -- power plants  
15 and incinerators are two of the main contributors to  
16 global warming, so keep that in mind.

17 And I know that a few people -- a lot of  
18 people in here were in favor of it, but invariably they  
19 had a vested interest in it. They had some business  
20 connection to FP&L. But if you didn't have an  
21 investment in this raise, not one person that you talk  
22 to would be in favor of this rate hike. And also  
23 consider that FP&L is saving by not paying tax because  
24 they're going to invest in the infrastructure. So  
25 billions of dollars were invested but they're not paying

1 taxes, so they're getting it back anyway.

2 **CHAIRMAN BROWN:** Thank you, Mr. Strick. Just  
3 a second.

4 Commissioners, any questions?

5 Thank you. Next customer.

6 **MR. KELLY:** After Ms. Finnie is Monte Lambert.

7 **MS. FINNIE:** Good evening. My name is Renate  
8 Finnie. I'm living at 233 West Canterbury Drive, Palm  
9 Beach Gardens, 33418. My phone number is (561)691-3998.

10 I'm here to oppose the rate. I would like to  
11 tag on to this gentleman who spoke from the Sierra Club.  
12 I'm not only a consumer of our energy, which I have to  
13 take also from FPL because I have no other choices. I'm  
14 living in Florida. When I moved here, I thought I would  
15 come to a state which would really invest in solar  
16 energy. I'm completely -- I cannot understand it, why  
17 it's not happening. But I'm understanding more and more  
18 from listening to people the fact that FPL is a  
19 monopoly, of course, and oppose going into other  
20 environmentally friendly energy sources makes it more  
21 clear to me right now.

22 I would, first of all, like to ask the Chair  
23 of this company why do they need this unbelievable, not  
24 balanced hike, 23 percent? And that -- when you know  
25 that they had last year a profit, a net profit of

1 \$1.6 billion, it's just not to understand.

2 And I would also like to speak for people who  
3 have a fixed income. \$15 may not be a lot of money for  
4 the people that spoke here before. They are  
5 businesspeople. I know a lot of people that cannot  
6 afford the \$15. It is just not to understand and they  
7 will not be able to do so. So please consider this.

8 And there's another issue, of course. I'm not  
9 happy about the business of FPL, how FPL managed the  
10 cleanup at Turkey Point. There is a big, big  
11 environmental problem. You know, the water is polluted.  
12 The cleanup was very, very slow. And this is actually a  
13 threat for our drinking water, and I think we should pay  
14 attention to these issues too. Thank you.

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

16 Commissioners, any questions?

17 Thank you.

18 **MR. KELLY:** Monte Lambert.

19 (No response.)

20 **CHAIRMAN BROWN:** Is that the last one,  
21 Mr. Kelly?

22 **MR. KELLY:** No, ma'am.

23 **CHAIRMAN BROWN:** Can you read the second one?

24 **MR. KELLY:** Marc Gaylord, followed by Mark  
25 Holmes.

1                   **CHAIRMAN BROWN:** Good evening, sir.

2                   **MR. GAYLORD:** Good evening. Hi. My name is  
3 Marc Gaylord. I live at 6 Saddler Trail, Hobe Sound,  
4 Florida, in Martin County. My phone number is  
5 (772)545-7740. I'm a practicing attorney in Hobe Sound.  
6 I'm also the board Chair for the American Red Cross for  
7 Palm Beach and Martin County. I've lived in Florida, my  
8 parents moved down here in 1967. I didn't have any  
9 other place to go, so I came with them. I was 12. I  
10 grew up here. I grew up fishing next to the power plant  
11 where the Port of Palm Beach is, so I saw that plant. I  
12 saw that plant over the years decline. I saw what you  
13 did to that plant to redo it and make it more efficient.  
14 Obviously that costs a lot of money.

15                   I went through hurricanes in Martin  
16 County, Frances and Jeanne. I saw power poles along  
17 U.S. 1 decimated during the hurricanes. You have since  
18 come in and hardened those facilities. I've been to  
19 Indiantown and seen your investment out there. It's  
20 incredible.

21                   Somebody came here and said something about  
22 that the decision should be left to lawyers and other  
23 personnel to determine whether it should be a rate  
24 increase. I would suggest that lawyers would not be the  
25 appropriate people to determine whether there's a rate

1 increase or not. That's just my opinion. I wouldn't be  
2 able to tell you. But I will say this, if the  
3 investments that FP&L have made in South Florida warrant  
4 an increase, I'm all in favor of that.

5 **CHAIRMAN BROWN:** Thank you so much for your  
6 testimony.

7 Commissioners, any questions?

8 Mr. Kelly has a question.

9 **MR. KELLY:** Mr. Gaylord, you said you're the  
10 local Chair -- excuse me -- Chair of the local American  
11 Red Cross?

12 **MR. GAYLORD:** For Martin and Palm Beach.

13 **MR. KELLY:** Does Florida Power & Light  
14 contribute directly or indirectly to that organization?

15 **MR. GAYLORD:** One of my board members is an  
16 employee of the -- of Florida Power & Light. Correct.

17 **MR. KELLY:** But do they -- does Florida Power  
18 & Light contribute directly or indirectly to your  
19 organization?

20 **MR. GAYLORD:** Yes, they do.

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

22 **CHAIRMAN BROWN:** Thank you.

23 Next customer.

24 **MR. KELLY:** Was Mark Holmes.

25 (No response.)

1           The last one I have signed up is Sarah  
2 Younger.

3           **MS. YOUNGER:** I'm the last one. All right.

4           **CHAIRMAN BROWN:** Last but not least. Good  
5 evening.

6           **MS. YOUNGER:** Hi. Thank you. Thank you for  
7 coming to Palm Beach County. I am a resident of Palm  
8 Beach County, also a business owner, non-profit, local  
9 non-profit. My address is P.O. Box 93, Boynton Beach  
10 33425. My phone number is (561)429-9183.

11           I'm standing here today because I am very  
12 concerned as a long-time resident of Palm Beach County,  
13 as a member of this community who has taken action as I  
14 see fit on matters around our community's health and  
15 well-being. The non-profit I run is basically derived  
16 on education around sustainability. While I can applaud  
17 some of what people are saying about their concerns for  
18 a sustainable future for Florida, I don't see FPL as a  
19 partner on this right now.

20           We have asked for a solar choice, and as a  
21 consumer I would like to have that choice. They instead  
22 invested up to \$8 million to defeat our proposal and now  
23 are asking for a rate increase to continue the role of a  
24 monopoly. I think it behooves you to think about the  
25 future of our state and whether or not what they're

1 suggesting is sustainable. We've got sea level rise in  
2 South Florida. If you're going to invest in hardening  
3 South Florida, close down Turkey Point. You cannot have  
4 a plant at sea level, you know. This is ridiculous.  
5 They house all kinds of nuclear material on that site.  
6 It's now -- those canals are -- there's plumes going  
7 into the aquifer that have been there -- you know, been  
8 happening for 30 years. This is not a new deal. And  
9 yet you're ready to put profit over our planet, and I'm  
10 very, very concerned.

11 I also wonder about this committee, and I say  
12 that very, very concerned because it's been shown that  
13 you overreach. You've allowed them to put back to  
14 ratepayers things likes speculative fracking in  
15 Oklahoma. A judge came down and said, no, you cannot do  
16 that. FPL was the first one to ever try and charge that  
17 back to ratepayers.

18 There's two more nuclear plants that they're  
19 planning. They'll never build those. Come on.  
20 They're -- we're paying for those already. So to ask  
21 that we pay another 24 percent, I'm just appalled. I'm  
22 appalled. You've got to wake up. The seas are rising  
23 and so are we. Thank you.

24 **CHAIRMAN BROWN:** Thank you for your testimony.  
25 Mr. Kelly, any other customers signed up?

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**MR. KELLY:** No, ma'am. I have no more names.

**CHAIRMAN BROWN:** Well, we want to thank you on behalf of the rest of the Commissioners. I want to take a moment to thank you all. We will definitely be considering your testimony in reviewing the case, and this service hearing is adjourned.

(Service hearing adjourned at 9:01 p.m.)

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

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

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

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

18 DATED THIS 22nd day of June, 2016.

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