BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

PETITION FOR RATE INCREASE BY
FLORIDA POWER & LIGHT COMPANY.

PETITION FOR APPROVAL OF
2016-2018 STORM HARDENING
PLAN, BY FLORIDA POWER & LIGHT
COMPANY.

2016 DEPRECIATION AND
DISMANTLEMENT STUDY BY FLORIDA
POWER & LIGHT COMPANY.

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.
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
APPEARANCES:

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

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

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

SUZANNE BROWNLESS, ESQUIRE, FPSC General Counsel's Office, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, appearing on behalf of the Florida Public Service Commission.
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CHAIRMAN BROWN: Good evening, everyone, and welcome to this customer service hearing in the Florida Power & Light rate case. Today is the 15th of June. And my name is Julie Brown, and I have the privilege of serving as Chairman of the Florida Public Service Commission. With me today are all the Commissioners on the Florida Public Service Commission, and I'd like to give each one of them an opportunity to welcome you all and introduce them to you, starting with my right.

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

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

COMMISSIONER GRAHAM: Good evening. My name is Art Graham, and as my colleagues said, glad to be
here, glad you guys are all here and giving up your
Wednesday evening to be participants in this process.
Thank you.

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

CHAIRMAN BROWN: Thank you.

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

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

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

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

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

FLORIDA PUBLIC SERVICE COMMISSION
MR. WRIGHT: Good evening. Thank you, Madam Chairman, Commissioners. My name is Robert Scheffel Wright. I have the privilege of representing the Florida Retail Federation in this case.

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

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

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

I'd like you to note that we do have Public Service Commission staff members who I will go over real quickly. From our Accounting and Finance Department, we
have Bart Fletcher; Economics, we have Judy Harlow; Engineering, Tom Ballinger; General Counsel, Suzanne Brownless; Public Information Office, Cindy Muir, Dick Durbin, and Kelly Thompson; and our court reporter is Linda Boles, who is here today. And this is an official meeting, an official hearing that will be transcribed and become part of the record.

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

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

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

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

So you have the floor, Florida Power & Light.

MR. BRYAN: Good evening again. Before you hear from Eric Silagy, who is FPL's president and CEO, I
wanted to briefly let you know that, as the Chairman indicated, we have several customer service representatives available in the building tonight. If you have a question about your bill or a problem with your service, they're available to meet with you. They have their computers all fired up and can get your account information, and we'll be able to help you hopefully tonight. They're located in the employee lounge. If you go out these doors, I think you make two rights. There are folks that can help direct you. With that, Eric.

MR. SILAGY: Thank you, Pat.

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

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

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

You know, as part of our -- we propose a four-year base rate increase, and as part of that plan
on deciding whether or not it's appropriate to do that going forward, I think it's important and I want to actually talk to you a little bit about our history, about what we've done, and why we'd like to continue on the path that we're on.

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

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

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

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

So what's the impact? Again, you're going to hear a lot of big numbers thrown out, but what you really care about are the bills you pay. In the last ten years, your bill is down 15 percent, 15 percent reduction in your bill in the last ten years. How many things can you go to the store and buy today that's 15 percent less than it was in 2006? Well, your FPL bill is down that much, and it's not by accident. A lot of other things have happened. A lot of other costs have gone up. We're not immune to cost pressures. Food is up 28 percent, medical is up 38 percent, cost of
living increases on people's social security is up 19.9 percent in that exact same period of time, and yet our bill is down 15 percent because we've invested in technology, we've tightened our own belts, and we've made sure that we can be as efficient as possible.

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

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

In 2001, FPL burned more oil than any utility in America to generate electricity: 41 billion barrels that year. We made a decision then to try to change our ways, to invest in technology, to wean ourselves off of foreign imported oil, and to be cleaner. Now some of the same people you're going to hear from tonight opposed us or didn't support us along the way, and yet we got permission to do it. We stayed the course and we invested. Last year we burned almost none. We've
reduced oil consumption by nearly 99 percent. That's about $3 billion a year of your money that we're no longer sending overseas to people that don't support us sometimes or, even worse, fund people who hate us, and I'm proud of that. But that didn't happen by accident. It happened because we were able to be supported by the Commission to make those investments.

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

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

We're asking for your support to continue to invest so we can continue to have low bills. The projection is if we get 100 percent of what we ask for in our rate case, our bills at the end of 2020 will be less than they were in 2006. I think that's a pretty
good deal. At the same time we'll be investing billions of dollars into Florida's economy.

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

Commissioners, thank you.

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

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

MR. KELLY: Thank you, Madam Chair.

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

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

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

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

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

What does that mean to you, the ratepayers? Here's the first big number I will throw out. One percent, or 100 basis points, means that you as a ratepayer pay 100 -- excuse me -- $240 million more per
year. That's pure profit that goes to the shareholders of Florida Power & Light.

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

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

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

Now what does that mean to you? Second big number. That difference can be worth a lot of money. Our expert is going to be recommending a 50/50 debt-to-equity ratio. That 10 percent, or ten basis
points, difference will be $359 million less you, as a ratepayer, would pay to Florida Power & Light.

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

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

Now what this case is not about, folks, this case is not about personalities. Many of you are here tonight to testify, and I'm glad you're here to testify, Florida Power & Light is a good company, a well-run company. Folks, I don't argue that. I have a lot of
friends at Florida Power & Light. I respect their personnel, Mr. Silagy and his entire team. They are good men and women. However, that's not what this case is about. This case is about Florida Power & Light providing testimony to this Commission to prove that everything they're asking for is reasonable and prudent, and we will insist that the Commission hold them to that burden.

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

CHAIRMAN BROWN: Thank you.

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

You have the floor.

MR. WRIGHT: Good evening. My name is Schef Wright, and I'm another one of these Tallahassee lawyers
to whom Mr. Silagy referred; however, I was born in
Miami 66 years ago. I've lived 57 of my wonderful
life -- 57 years of my wonderful life in this wonderful
state. I love this state. I don't ever want to leave.
I write songs about Florida, and that's not an
exaggeration.

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

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

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

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

We oppose FPL's request. With no rate increase at all next year, FPL's own numbers show that they can cover all their costs, pay all their debt cost, and still pay all their employees, and still make $1.6 billion in profits. That's plenty. An 11.5
percent return after taxes is 18.7 percent below taxes. That's excessive. Even a 9 percent return is 14.5 percent. That's plenty. When all the evidence is in, we join the Public Counsel in believing that the evidence will show that Florida Power & Light can do its job.

CHAIRMAN BROWN: Thank you.

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

CHAIRMAN BROWN: Thank you, Mr. Wright.

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

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

Shall I give it to Mr. Durbin?

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

(Exhibit 4 marked for identification.)

MR. BRYAN: Thank you.

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

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

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

(Collective affirmative responses.)

(Witnesses collectively sworn.)

Thank you. You may be seated.

Okay. I'm going to give some specific instructions, so please listen. And, again, for those of you that have come in, please mute your phones or
other electronic devices so as not to interrupt the meeting. Again, this is an official hearing. It is being transcribed by our court reporter, so please speak clearly so that she can hear you.

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

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

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


Madam Chairman, Honorable Commissioners, thank you for the opportunity to speak before you this evening about the proposed rate increase. As the mayor of the small town of Jupiter Inlet Colony in the northern Palm Beach County and an elected official for over a dozen
years, I would like to tell you that I believe that the rate increase is justified. FPL's investment in clean energy and modern power plants comes at a price, albeit a modest incremental price. FPL's investment is good for the environment, good with carbon emissions that will be saved, good for the economy with all the jobs that will be created, and good for breaking our independence on foreign oil.

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

Thanks to the wisdom and foresight of this Public Service Commission and Ms. Edgar, who was sitting on the Commission at that time -- thank you -- the CIAC was approved and we were able to move forward with our $3 million undergrounding project, which I will say came in under budget and on time because we were able to work with our partners at FPL, who were active throughout the design, engineering, and construction phasing of that project. And I am pleased to report on the outstanding
safety and reliability and aesthetics of that project which was finished in 2012.

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

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

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

MAYOR COMERFORD: Yes, I would, please.

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

MAYOR COMERFORD: Thank you.

(Exhibit 5 marked for identification.)

CHAIRMAN BROWN: Sir, just a second.

Commissioners, do you have any questions of Dr. Comerford?

Okay. Mr. Kelly has a question.

MR. KELLY: Mr. Mayor, thank you for being here tonight. Are you speaking on behalf of the entire elected officials of Jupiter Inlet Colony?
MAYOR COMERFORD: I am, yes.

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

MAYOR COMERFORD: Yes.

MR. KELLY: The entire commission?

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

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

MAYOR COMERFORD: No formal polling, no.

MR. KELLY: Okay. Thank you.

MAYOR COMERFORD: Okay.

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

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

Mr. Kelly, your first customer, please.

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

CHAIRMAN BROWN: I do want to remind folks here today, you don't necessarily have to use your full three minutes, but you do have three minutes. So thank you.
Good evening.

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

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

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

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

CHAIRMAN BROWN: Thank you. Just a second, please.

Commissioners, any questions?

Thank you for your testimony.
MR. TELFORD: Okay. Thank you.

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

Mr. Gerardi, followed by Scott Pittenger.

CHAIRMAN BROWN: Good evening.

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

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

With regard to the base rate increase, clearly no one looks forward to a utility's rate increase. However, in times of weather emergencies, it's certainly
reassuring to know that our electric infrastructure is safe, reliable, and secure.

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

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

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

In Martin County specifically, FP&L will be upgrading eight main power lines, including those serving important community facilities and key
thoroughfares to help recover more quickly from outages. They're also deploying thousands of smart switches to improve performance in their system throughout Martin County. And, in fact, in my daily commute from my home to my office, I've seen considerable work being done replacing outdated wooden poles with more durable concrete ones.

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

CHAIRMAN BROWN: Thank you.
Commissioners, any questions?

Mr. Kelly.

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

MR. GERARDI: Yes, sir.

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

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

MR. KELLY: Okay. And does -- and I believe
you said your council voted unanimously to support this rate increase?

MR. GERARDI: Board of directors, yes.

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

MR. GERARDI: That was not specifically discussed.

MR. KELLY: Okay. Thank you, sir.

MR. GERARDI: You bet.

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

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

CHAIRMAN BROWN: Good evening.

MR. PITTENGER: Scott Pittenger, 138 Seabreeze Circle.

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

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

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

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

CHAIRMAN BROWN: Okay. Thank you.

Commissioners, any questions?

Mr. Kelly.

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

MR. PITTENGER: Yeah.

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

MR. PITTENGER: Yes.

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

MR. PITTENGER: Correct.
MR. KELLY: Okay. Thank you, sir.

CHAIRMAN BROWN: Thank you.

Next customer, please.

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

MS. JURNEY: No, it's Jurney.

MR. KELLY: Jurney. I'm sorry.

MS. JURNEY: That's fine.

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

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

Good evening.

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

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

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

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

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

And, Mr. Kelly, you said they should be doing
their job, they're getting paid for it, but you know as well as I do a lot of people get paid for their job and they don't do it right. So we fully endorse their getting this rate hike. They take their job very seriously and they do a remarkable job.

CHAIRMAN BROWN: Thank you, Ms. Jurney.

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

MS. JURNEY: Thank you. Thank you.

CHAIRMAN BROWN: Next customer.

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

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

Before getting to my opinions, I would like to tell you that I'm appearing before you as a private citizen in an entirely personal capacity; however, my employment is with the Florida Atlantic Research & Development Authority, which is a special district in Boca Raton which runs the research park at FAU. The Authority has not discussed this topic, and I don't
envision it taking it up because it's well outside the
scope of the Authority's business, and, therefore, I am
not representing the Authority at all.

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

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

FLORIDA PUBLIC SERVICE COMMISSION
If FPL were not to invest in the technologies and grid infrastructure, our state would not be able to welcome the many new residents that have arrived in recent years or the new businesses that have relocated here or started here and our overall tax burden would be higher by necessity.

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

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

CHAIRMAN BROWN: Thank you.
Commissioners, any questions?

Mr. Kelly.

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

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

MR. KELLY: Okay. Thank you, sir.

CHAIRMAN BROWN: Thank you for your testimony.

Mr. Kelly, next customer.

MR. KELLY: After Mr. -- is it Flahel?

MR. FLAH: Flah.

MR. KELLY: Flah.

MR. FLAH: Sorry my writing is so lousy.

MR. KELLY: Will be Mr. Dennis Grady.

MR. FLAH: Jonathan Flah, 1212 Essex Drive, Wellington, Florida, (561)601-1192. I made several notes listening to all the speakers prior, and, you know, we all don't want rate increases. We all don't feel like we should have to spend anymore money, but in reality we do. And when I hear a public company, it makes me think -- and I was really very glad when Eric brought up dividends. Because when I think about this,
I think about the majority of the employees that are working in Florida, the restaurant association people, hopefully they're all giving their employees 401k's and enough money so they can have IRAs. I guarantee you if y'all go home tonight and look at your 401k's, one of your mutual funds is invested in FPL. So wouldn't we all want to increase our dividends?

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

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

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

CHAIRMAN BROWN: Thank you. Just one moment, please.

MR. FLAH: Oh, I'm sorry.

CHAIRMAN BROWN: Commissioners, any questions? I do just want to make a point, though. None of the Commissioners are invested in a regulated utility. We are prohibited by law, just to clarify for --

MR. FLAH: I was talking to the audience.

CHAIRMAN BROWN: Yes. Yes. Thank you.

MR. FLAH: Thank you.

CHAIRMAN BROWN: Mr. Kelly has a question.

MR. FLAH: Sure.

MR. KELLY: Mr. Flah, you indicated you're a contractor?
MR. FLAH: I work for a general contractor.

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

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

MR. KELLY: Okay. Thank you, sir.

CHAIRMAN BROWN: Thank you.

Next customer, please.

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

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

CHAIRMAN BROWN: Thank you.

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

First, let me declare, I am not related to any employee of FPL, although FPL has been a long-time member of the Chamber, and as most, if not all chambers of commerce, as you are aware of, we are a membership dues organization and our members do pay dues. Current and past employees of FPL have held leadership roles in our committees, members of our board of directors, and, in fact, my current Chair is an employee of FPL. The
Chamber has not taken a position on the rate case before you and that we're discussing this evening.

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

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

FPL projects that in 2020, if this rate increase is granted, the average customer's bill will be
lower than it was in 2006. That's good news.

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

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

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

Commissioners, do you have any questions?

MR. KELLY: One question. I'm sorry.

Mr. Grady, are you a customer of FPL? I'm sorry.

MR. GRADY: Yes. Yes, I am.

MR. KELLY: Okay. Thank you.

CHAIRMAN BROWN: Thank you for your testimony.

Next customer, please.

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

MR. BLOUNT: Good evening, Commissioners. My name is Nick Blount. I live at 1360 Sandpiper Lane in
Stuart. My phone number is (772)283-0391. I am a retiree from FPL; I retired two years ago after 42 years with FPL. And I'm a tangible person and I'm glad to hear so many people have come up here and have noticed all the work that's being done in their communities because that's one of the things that I was going to mention. As I travel around Stuart and Martin County, and I certainly would guess that most of the people, if not all, who are FPL customers in this room tonight have noticed all the improvements that are being made to the infrastructure in their communities.

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

Also I'm proud to live in a state where, thanks to FPL, companies like FPL, who have invested in replacing their generating units with clean, natural gas, has made the entire state environmentally bright for our future, for our children, and our grandchildren.
And I know that this takes capital and because of that I support this rate increase, knowing that even if approved, we'll still have one of the lowest bills in the state and certainly one of the lowest in the country. So thank you.

CHAIRMAN BROWN: Thank you, Mr. Blount.

Commissioners, any questions?

All right. Thank you.

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

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

MR. KELLY: Okay.

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

CHAIRMAN BROWN: That's nice of you.

MR. WETZEL: We both work for S&C Electric Company. We're manufacturers of the smart switches that FPL has been installing. We put a manufacturing facility in West Palm in the FPL area for several reasons. It made perfect sense to be manufacturing the equipment close to FPL; it made perfect sense to manufacture them in the state of Florida so that we were close, cut down on freight cost; and we wanted to be in
an area where we had very good power quality and low cost.

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

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

Point of fact, there was a company that came from Brazil just to ask Florida Power & Light how they're doing what they're doing. As a result of that, they decided that they want to do the same thing. So these are smart investments, these are improvements, and
it's required to spend the money to make the improvements.

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

CHAIRMAN BROWN: Thank you so much for your testimony.

Commissioners, any questions?

I know Mr. Kelly has a question for you.

MR. KELLY: Could you spell your last name?

MR. WETZEL: Yes.

MR. KELLY: Were you also signed up?

MR. WETZEL: I was also signed up.

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

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

MR. WETZEL: It makes it easier.

MR. KELLY: Yes, sir. Thank you.

CHAIRMAN BROWN: Thank you for your testimony.

MR. WETZEL: Thank you.

CHAIRMAN BROWN: Next customer, please.

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

MR. POWERS: Good evening, Commissioners.
Thank you for the opportunity. For the record, my name is Brian Powers, and my address is 4705 Southwest Deer Run Avenue, Okeechobee, Florida 34974, but I live in a magical place called Martin Grade, and technically it's in Martin County. And if you ever get a chance, you should come see it.

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

But I was most impressed when I called Nick Blount, who is our local guy, and he got a team together and they came out. And, you know, your expectation would be, well, we're going to get a bunch of excuses why, but his team really got together and they found out that there was a power line running through a swamp and we would have to get the power line out of the swamp. And I'm most proud to say that they did exactly what they said they would do. They didn't say, "Well, here's some reasons why we can't." They went and they told us, "It's going to take more than a year, and if you'll work
with us, it will get better." And I'm proud to say that
was 18 months ago. I can't think of a single power
outage we've had other than the occasional flicker. So
it's just been -- that's what you expect from a company
like that.

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

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

CHAIRMAN BROWN: Thank you for your testimony.

Just one second, please.

Commissioners, any questions?

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

MR. POWERS: Yes.

MR. KELLY: Does Indiantown Gas do business
with Florida Power & Light?

MR. POWERS: No.

MR. KELLY: Okay. Not at all?

MR. POWERS: No.

MR. KELLY: Okay. Thank you, sir.

MR. POWERS: Thank you.

CHAIRMAN BROWN: Thank you.

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

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

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

Some of these facts you've heard shared by both counsels, but I'm going to reiterate them because they are significant facts. This is October 23, 2015, PR News Wire. Florida Power & Light Company was named the winner of the 2015 Reliability One National Reliability Excellence Performance Award by PA
Consulting Group, an international firm that analyzes electric utility performance across the United States. This honor recognized FPL as the most reliable electric utility in the nation.

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

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

Benchmark Portal. In 2016, FPL's customer care center was certified as a center of excellence for the third time by Benchmark Portal, the internationally recognized customer contact research organization. The recognition is one of the most prestigious in the customer service industry and is awarded to call centers
that rank in the top 10 percent of all call centers
surveyed for efficiency and effectiveness.

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

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

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

MR. HINES: Yes, I am.

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

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

CHAIRMAN BROWN: Okay. Thank you.

Commissioners, any other questions?
Thank you. Next customer.

MR. KELLY: After Mr. Raiola is Mr. George Gentile.

CHAIRMAN BROWN: Good evening.

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

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

FPL came to the plate. They moved us off of 23 miles of overhead line and gave us our own dedicated feeder along with our neighbor right to the local substation, gave us our own breaker, and made the nuisance trips essentially disappear. Then they came back and they hardened our system. Very important to us
that has a customer base from Key West to Orlando.

Really positioned us in a position where we can provide flour to our customers, given significant storms, and at the same time they've been able to control costs.

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

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

CHAIRMAN BROWN: Thank you for your testimony.

Commissioners, any questions?

Thank you.

MR. RAIOLA: Thank you.

CHAIRMAN BROWN: Next customer.

MR. KELLY: After Mr. Gentile is Ms. Alexandria Larson.

CHAIRMAN BROWN: I know that name.

MS. LARSON: I know a lot of y'all.
MR. GENTILE: So do I. For the record, George Gentile, 9438 Southern Oak Lane, Jupiter, Florida. I do want to disclose I am an elected official in the north end of Palm Beach County in a special district.

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

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

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

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

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

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

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

    Two questions.

    **MR. GENTILE:** Yes.

    **CHAIRMAN BROWN:** What is your official elected title? I know you're speaking personally.
MR. GENTILE: I'm Chairman, Commissioner, of District 3 of the Jupiter Inlet District.

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

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

CHAIRMAN BROWN: Okay. Thank you.

Commissioners, any questions?

Mr. Kelly.

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

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

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

MR. GENTILE: Yes.

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

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

CHAIRMAN BROWN: Hi, Ms. Larson.

MS. LARSON: How are you?

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

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

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

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

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

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

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

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

I wanted you to know that, you know, there were three intervenors. Only three laypeople were intervenors in the last rate case, and something happened in my situation that I wanted to get on the record under oath. When I could not show up in Tallahassee, the chairman at the time said that I had not communicated with the Commission. My husband's mother and his sister died, and they demanded that I be there. They would not let me talk, like Mr. Graham has been so kind to do, on the phone or testify in any way, shape, or form. They threw me out of the case. So I
just thought you should know that and it should be on the record because it was stated at the beginning of the case that I had not communicated with anyone.

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

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

Commissioners, any questions?

Thank you for your testimony.

COMMISSIONER BRISÉ: Address, we need the address.

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

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

MR. KELLY: Yes, ma'am. With -- excuse me.

After Ms. Rosoff, Glen Harvie.

CHAIRMAN BROWN: Good evening.

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

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

To do this they went through infrared review of our entire system. They put in automated feeder
switches, neighborhood circuit switches, and they did this over a course of years, putting together action plans, dates, and coming back to us and to our members telling us where we were.

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

CHAIRMAN BROWN: Thank you for your testimony.

Commissioners, any questions?

Mr. Kelly, your next customer.

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

CHAIRMAN BROWN: Good evening.

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

I am the president of the Coalition of Boynton West Residential Associations. As Myrna said, we just hired -- we just brought in our 111th member. We've
been in existence about 35 years. It started with somebody who decided that the public should be more involved in the determination of how the property or area should look. We cover about 50 square miles currently. What we're doing right now, we had one community who wanted to go to LED lights for their streetlights. And they were getting all upset and they held a march against FPL to say "Why aren't you doing what you should do and work with us?" But since COBWRA became involved in this, we have been meeting with FPL, we've had two meetings with them, and they are quite flexible on how to satisfy the community and to work with FPL.

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

FPL is currently planning to build a building in our area which will house the storm riders during a storm. We approve all construction projects in our area
before it goes to the county. The reason the county
likes that is that we give the community input before it
gets to the zoning, planning, or BCC.

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

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

Commissioners, any questions? Thank you.

MR. HARVIE: Thank you.

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

CHAIRMAN BROWN: Hello.

MS: LARSON: Hello. My name is Daniel Larson.

I'm a resident at 16933 West Harlena Drive. I oppose
the 23 percent increase, and I actually think they
should try and see if they could make a 23 percent
decrease in four years somehow.

And it's very disingenuous to have employees
and friends testifying how great FPL is. And the share
holding -- the shareholders' meetings are never held
here. They're always somewhere out of state. It would be nice if they were held here. Thank you. That's all I got to say.

CHAIRMAN BROWN: Thank you for your testimony.

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

CHAIRMAN BROWN: Good evening.

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

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

One of the particular projects I'd like to discuss tonight is The Ballpark of the Palm Beaches. It's the new two-team spring training facility that will be the new home of the Washington Nationals and the Houston Astros in West Palm Beach. It's a very critical economic development project for both the teams, the state of Florida, Palm Beach County, and many of the local residents. It's a very critical project and it's
on a very aggressive schedule. So knowing that, we met
with FPL very early in this project and we received some
essential buy-in on schedule and -- excuse me --
accommodations from FPL. They met with us and we laid
out a very good and attainable schedule for both FPL as
well as our client, not only for providing service, but
also they helped us with a reclaimed water main that was
going through one of their easements. So it provided no
benefit to them, but they assisted us with something
that was an economic benefit for the county as well as
the teams. You know, the project is going to serve the
two teams, but, you know, 30 years of spring training
and keeping that economic benefit in the state of
Florida and in Palm Beach County.

CHAIRMAN BROWN: Great. Thank you for your
testimony.

Commissioners, any questions?

Thank you very much.

MR. WEBBER: Thank you.

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

MS. FOLAND: Good evening, Madam Chairman.

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

I did receive a phone call from someone from
FP&L to ask if I would --

(Sound system technical difficulties.)

CHAIRMAN BROWN: Uh-oh.

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

CHAIRMAN BROWN: You're not back.

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

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

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

As a business owner, ten years ago we moved into the new facility. It's 40,000 square feet, and I have 48 employees. FPL sent a representative right away, and we were told about the discount, that we not pay sales tax on the manufacturing portion of our plant. I, as a small business, did not know this until they came and met with me. I have $1.5 million worth of equipment. I feed 48 families. If I do not have
electricity, then I cannot work. That is how -- I have had a couple of situations and I went to my plant manager and I said, "Tell me what our relationship is with FP&L." We are having some beeps in our equipment. I called FPL, said, "Would you come and check if we're having the same -- the correct voltage because otherwise it'll damage our computer?" Within 30 minutes I had a representative of FP&L checking it out so we could continue to work.

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

CHAIRMAN BROWN: Thank you for your testimony.

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

CHAIRMAN BROWN: Thanks for the disclaimer.

Commissioners, any questions?

Next customer, please.

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

CHAIRMAN BROWN: Good evening.

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

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

It is true that 2004 and '05 hurricane seasons
didn't cause the devastation, say, of Hurricane Andrew or the scenario of a Hurricane Katrina. But when it comes to quality of service and preparedness, Florida Power & Light's collaboration with other state, local emergency managers, the quality of life of bringing back stability to our county as well as other counties in the manner they did was far beyond commendable. It was critical. And they did it with professionalism under the onslaught of organized chaos. From my experience, this is the same quality of service my community has experienced year after year during the times when the power has gone out just due to storms. As always, expeditious, professional, and with great enhancements.

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

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

Mr. Kelly has a question for you.

MR. EDWARDS: Oh, absolutely.

MR. KELLY: That's all right. Thank you,
Mr. Edwards, for being here. Are you with Goodwill Industries?

MR. EDWARDS: I do work for Gulfstream Goodwill Industries.

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

MR. EDWARDS: Nothing, zero.

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

MR. EDWARDS: Not at all.

MR. KELLY: Okay. Thank you, sir.

CHAIRMAN BROWN: Thank you.

Next customer, please.

MR. KELLY: After Mr. Smith is -- I apologize -- Noemi -- I apologize, I can't read it --

Colster (sic).

MS. COLTEA: Coltea.

MR. KELLY: Sorry about that.

MS. COLTEA: It's okay.

CHAIRMAN BROWN: Good evening.

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

MR. KELLY: I'm sorry.

MR. SMITH: That's okay. That's all right.

S-e-a-b-r-o-n. 7510 Anson Court, Lake Worth, Florida,
(561)573-1202. And, yes, I was asked to be here tonight by FP&L, but it is my privilege to stand here and tell you that I do support the rate increase. I've experienced a lot of things going on with FP&L during the hurricane season back in 2005 with Hurricane Wilma. As a matter of fact, a week after we moved into our new facility is when Wilma hit, and we were kind of disabled for a few days. But I know for a fact that FP&L worked very hard and diligently to get us back up and running.

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

On a professional level, I do support that. And I do represent my company, the TED Center, the Center for Technology, Enterprise & Development. But I do -- for a private citizen do support the rate increase because I live in a community where we have underground wiring. And for the last 20 years we've lived in that community, I had -- we had no problem even through the hurricanes. We were back up in a day or two. And I saw the guys out there working diligently every day. As a matter of fact, I took them bottles of water, you know, because it was hot, believe me. And during the season, the height of the summer, you're talking about
temperatures in excess of 90 and 93 degrees, I don't
want my air conditioning to go out, and I commend FP&L
for making sure that don't happen. So I do support the
rate increase. Thank you.

CHAIRMAN BROWN: Thank you, Mr. Smith.
Commissioners, any questions?

Mr. Kelly.

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

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

MR. KELLY: Is that a non-profit?

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

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

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

MR. KELLY: Okay. Thank you, sir.

MR. SMITH: Thank you.

CHAIRMAN BROWN: Next customer.

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

MS. COLTEA: That's totally fine. That's totally fine.

MR. KELLY: And the next speaker will be Mr. Dave Douglass.
MS. COLTEA: Madam Chairwoman, my name is Noemi Coltea, and I am a resident of Palm Beach County. And I would first like to thank all of you and the Commissioners that are present today for your support and dedication to Palm Beach County, which I believe is one of the best counties to live in, not just in the United States but the world. I know that it takes a great deal of time, of energy, and of effort to do what you all do, and we just want you to know that we're thankful and grateful for all of your contributions to this part of the world.

CHAIRMAN BROWN: Thank you.

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

I have been a resident of Palm Beach County for 15 years and a homeowner for over five of those years, and I can express with great confidence my satisfaction, satisfaction with our utility company. I find that their user experience in terms of paying for your bills and tracking usage is really convenient and, dare I say, fun on the dashboard that is available to all account users on the Florida Power & Light website. This is where I track my monthly, daily, and even hourly
usage, which is about $86 on average per month with a bill as low as $48 a month in the cool months of February to -- and January and as high as $115 in the summer months of June, July, and August. I am consistently and pleasantly surprised to find that my home energy bills are significantly lower than many of my friends living in other areas of Florida, like the City of Jacksonville or the Florida Panhandle.

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

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

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

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

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

Commissioners, do you have any questions?

Yes, Mr. Kelly.

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

MS. COLTEA: They have, yes.
MR. KELLY: Okay. Thank you.

CHAIRMAN BROWN: Thank you.

Mr. Kelly, next customer.

MR. KELLY: After Mr. Douglass is Scooter Willis.

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

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

Since the storms in 2005, for that series, me, personally, we have not experienced any significant outages. Customer service has been great whenever we have had those. I think just driving around and seeing the infrastructure and the hardening projects is a testament to what FPL is trying to do in order to keep our system reliable. Our reliability is very critical, as you've already heard from some of the small businesses. When they're out, they're not working, they're not producing.
We need to have the number one reliability system here in Florida, and I think Florida Power & Light is bringing that to the table.

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

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

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

(Recess taken.)

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

Mr. Kelly.

MR. KELLY: After Mr. Willis will be Edward Sabin or Sabin.
Mr. Willis: Good evening. My name is Scooter Willis. For the record, Homer Floyd Willis, IV. That's the long one. I live at 900 Southwest 11th Court, Boca Raton, Florida, (561)306-8151.

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

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

So as an electrical engineer, I basic -- I have a Ph.D. in computer engineering, an MBA, I do cancer research as a computational biologist. You know, they need to hire bright employees. And so today if
you're a college graduate in electrical engineering, computer science, mechanical engineering, you're probably not thinking about working for a utility company. And so, in essence, there's a lot of uncertainty in the workforce.

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

And then, you know, I guess my closing statement -- it's probably running out of time -- I was getting prepared for a four-week robotics camp we're doing at a local high school. We had a big storm on Saturday, power went out, knocked out two of the three phases. We weren't quite sure. We left, came back in the next day, the power was off. I had to call the school principal. They said, "We don't know what we're
going to do." Obviously they have to call their support people. We were very relieved when we found out it was actually the main power coming into the school that was the problem, not something we had to rely on local personnel at the school to fix. They had it fixed in an hour. We had it completely back up and running, get the air conditioning back on, get kids to work. So, anyways, lots of uncertainty out there. If Florida Power & Light is investing money wisely, I'm in support of the increase.

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

MR. WILLIS: Yes, it's bad.

CHAIRMAN BROWN: It's really bad.

Commissioners, any questions?

Mr. Kelly, your next customer.

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

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

MR. KELLY: After Mr. Sabin --

MR. SABIN: Sabin.

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

MR. SABIN: Good evening, Commissioners. My name is Ed Sabin. I live at 255 River Drive, Tequesta
I've been a -- an FP&L ratepayer for the past 26 years. I'm pleased to advise that the quality of service and professional response from FP&L has been very good. As recent as the last two weeks, two incidents regarding replacing the streetlights and temporary loss of power.

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

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

SCORE approached FP&L to be a business partner with the SCORE Palm Beach chapter in support of small
business economic development, and FP&L has provided financial support. This helps SCORE to reach more small businesses in our community to help local businesses get started, grow, and prosper for the economic betterment of our community. Thank you.

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

All right. Mr. Kelly, your next customer.

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

CHAIRMAN BROWN: Good evening.

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

And today I'd like to share one of my experiences. Nearly two years ago, Sue reached out to me and she noticed that our electric usage was higher than normal. Consequently, my invoices were higher than normal. Sue suggested that we meet so that we could take a more detailed look into what was causing the
Later that week we met. And a few weeks later she came back with an engineer who walked every room of our complex with myself and my building manager, and during this inspection we were able to pinpoint several areas of savings. From this walk-through we were able to implement better controls for the thermostat, like this building probably needs, and we changed some of our older, more costly bulbs, fixtures, water heaters, and more importantly, we learned how to manage ourselves better. I'm not sure about you, but I don't have any other vendors that help me save money and approach me to save money. It's usually just the opposite.

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

CHAIRMAN BROWN: Thank you for your testimony.

Commissioners, any questions?

Mr. Kelly has a question.

MR. KELLY: Yes. Mr. Bauer -- sorry about
that -- Mr. Bauer you're with Roger Dean Stadium; is that right?

MR. BAUER: That is correct.

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

MR. BAUER: Yeah, we support it.

MR. KELLY: Okay. Thank you.

CHAIRMAN BROWN: Thank you. Next customer, please.

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

CHAIRMAN BROWN: Hello.

MR. GREER: Hello. How are you? Is it on?

Ted Greer. My address is 211 Via D'Este, Apartment 2002, Delray Beach, Florida 33445. I have been a long, longtime customer of FP&L and then left FP&L and went to one of those other 55 communities. I am back with FP&L, very happily so.

One of the -- I'm a Hurricane Andrew survivor. I lived in Miami-Dade County at the time and watched the frustration of my neighbors, myself included, my family in getting power back up. A lot has changed since then. FP&L have gotten better. And I'm just pleased with the response time. When the power goes out now, I mean, less than an hour it's back up. I have a daughter that's diabetic who requires insulin support, so it's
important we have power so the insulin remains refrigerated. And so I always get a little nervous when the power goes out, and it's amazing now we have a level of comfort. So when the power goes out, we know don't worry, it'll be on shortly. And that is our experience in the last couple of years, and I'm pleased to stand in support of this.

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

CHAIRMAN BROWN: Thank you for your testimony. Commissioners?

Mr. Kelly.

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

MR. GREER: Yes.

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

MR. GREER: Years -- yeah. Back in 2010, I was the CEO of a non-profit in Miami, and they did
sponsor one of our banquets.

    MR. KELLY: Okay. Thank you, sir.

    CHAIRMAN BROWN: Thank you. Your next customer, please.

    MR. KELLY: After Chris Barry is Pamela Payne.

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

So I was born and raised in Palm Beach County and have lived within the FP&L service area since 1981, becoming a direct ratepayer in 2001, and outside of two and a half years I have been in that service area. Six months of that two and a half years was spent within the service area of one of those other utility companies, and I will tell you that that six months -- and not to say that the experience that we had in that six months is what forced us to move out of that area, but I'll tell you in that short period of time we experienced
outages and unreliable service compared to the reliable service that I've always experienced with FP&L.

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

CHAIRMAN BROWN: Thank you for your testimony.

Mr. Kelly.

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


My name is Pamela Payne, and I've been an FPL customer for over 37 years. I'm here tonight to offer my -- mine and my family's support of the proposed rate increase. Of course no one wants their bills to increase, but that's not reality. From what I understand, the dollars from this rate increase will be
used to strengthen the electric grid and further improve the service reliability for customers by replacing older poles, placing more equipment underground, and increasing technology to be able to predict problems before they disrupt service and also restore power faster during outages. As have millions of times before me, we all vividly remember the outages we incurred during the hurricanes 11 years ago, and hopefully in the future none of us will go weeks without power. I have a portable generator in my garage that hasn't been fired up in 11 years, and I have no desire to do so in the near future.

FPL is a huge company that offers many online tools to help customers control their usage. We have been using the online services to ascertain how to decrease our usage and dashboards to monitor usage month by month and to compare to previous years. Personally over the past year we've had four extra people living in our house. They say kids move away, but they don't. They keep coming back. Our bill month by month for that year was actually lower than the previous years. And in doing a little research before coming here today, I looked back for the previous six years, and we are paying less today than we did in two thousand -- in -- six years ago.
There are many things in life that we take for granted but cannot live without. In addition to electricity, water, gas, and food for a few. Prices of all of these have not stayed stable over the years.

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

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

MS. PAYNE: My family and I.

CHAIRMAN BROWN: Thank you for the clarification.

Commissioners, any other questions?

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

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

MR. KELLY: Is that a non-profit?

MS. PAYNE: It definitely is.

MR. KELLY: Does FPL contribute directly or
indirectly to that organization?

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

    MR. KELLY: Thank you.

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

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

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

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

    Now I have to say that I'm very unhappy with the fact that so many people are here on the behest of FPL that have been asked to come here because I think
that -- I have no problem with people coming here and saying they want a rate increase and they think it's a great idea, but I do have a problem when they're basically being sent here by FPL, because this is a body that's taking testimony, and I question whether that's really independent testimony. And if you make that decision based on that sort of testimony, whether you're going to make the right decision.

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

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

I'm unhappy with some of the plants that are being built. The Okeechobee plant -- I don't think some of these plants are necessary. I'm also concerned that
FPL has made an effort to undermine a voter amendment that people were attempting to get signatures. FPL and some of the other utilities actually put another amendment out there, they have hired people, and they've confused the voters. And I don't think FPL has really made a good attempt to do solar power, and I've had many discussions with FPL executives about that. I think that net metering should be given more incentive and that there should be more incentives for people to use their own power system at their house and that we should try to encourage people to be independent with their power usage, and I don't feel that FPL has done that. I don't feel they're justified in this rate increase. Thank you.

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

MR. MARTIN: Yes, ma'am.

CHAIRMAN BROWN: Commissioner Brisé.

MR. MARTIN: Yes.

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

MR. MARTIN: I represent the Sierra Club Loxahatchee Group, which represents Palm Beach, Martin, and St. Lucie County. So from that extent, I'm here on behalf of that portion of the Sierra Club. I'm not here
representing the national Sierra Club or the State of Florida Sierra Club.

COMMISSIONER BRISÉ: Okay. Thank you.

CHAIRMAN BROWN: Any other questions?

Thank you, Mr. Martin, for your testimony.

MR. MARTIN: Thank you.

CHAIRMAN BROWN: Next customer.

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

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

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

The Palm Beach County Fire Rescue and fire departments across the state have long relied on FP&L to respond to scenes of emergencies, including residential and commercial structure fires, vehicle crashes that
involve power supply, and conditions constituting danger
to the public. In effect, we are partners in public
safety with FP&L and other electrical supplier utility
companies.

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

In the last two years, we've worked with FP&L
in fire safety and accident prevention initiatives like
safer homes, fewer burns. Some time ago FP&L recognized
that there were many preventable burns across the state
of Florida due to water heaters being set too high. So
along with some other groups, Palm Beach County Fire
Rescue was invited to, along with electricians,
arborists, and public safety experts from the American
Red Cross, FP&L prearranged the visits, and a team of
experts would then assess the safety condition of the
home, arborists removed vegetation interfering with
electrical service and things that hindered meter
connections, the Red Cross would install a free smoke
detector, and we were allowed to have one-on-one fire
safety dialogue with the owner of the home and their
family. All this was free of charge. As a trickle-down
effect, for the homes on the list that we couldn't get
to, we went back and were able to install free smoke
detectors as well.

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

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

Commissioners, any questions?

Yes, Mr. Kelly.

MR. KELLY: I add my congratulations on your
retirement.

MR. HAUBERT: Thank you very much.

CHAIRMAN BROWN: Copycat.

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

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

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

   MR. KELLY: Okay. Fair enough.

   CHAIRMAN BROWN: Thank you for your testimony.

   Next customer, please.

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

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

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

   I'm here as an individual to share my observations. Our organization has no official position on this. What I would like to share with you is that FPL has made extensive investments in St. Lucie County, and with hardening of the grid and improving the infrastructure, this is a very important element to our economic development efforts in that we now have reliable power to many of our industrial parks and business parks along the I-95 corridor. So in an area
like St. Lucie County that has -- suffers from below average earnings per worker via the state and the nation, we are now poised to take advantage of having fully developed industrial sites having the requisite infrastructure and electric reliability to attract and retain quality employers.

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

CHAIRMAN BROWN: Thank you.

Commissioners, any questions? Thank you for your testimony.

MR. TESCH: Thank you.

MR. KELLY: After Mr. Moran is Steve Averhart,
Averhart.

CHAIRMAN BROWN: Good evening.

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

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

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

I also understand the need to invest in infrastructure and technology to continue to provide reliable service, and with that we know there comes an increase in cost. Nearly all goods and services have increased in price year after year, so I fully understand why a price increase is necessary. The fact that a projected rate increase is still going to keep my bill lower than I was paying a decade ago speaks to the investment FP&L has made, and I have no issues paying a little bit more each month to continue to get the best service. In fact, I recently purchased a home here in Palm Beach County, and I went out of my way to ensure that I remained in FPL's service territory, and I've known several others that have done the same. So I came
to speak today in favor of the rate increase. I'm willing -- I am not willing to sacrifice quality or service to save a few dollars a month. Thank you for your time.

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

Thank you.

Mr. Averhart, Mr. Kelly has a question.

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

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

MR. KELLY: Thank you.

MR. AVERHART: Thank you.

CHAIRMAN BROWN: Next customer, please.

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

MR. TEDTMANN: Tedtmann.

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

CHAIRMAN BROWN: Good evening.

MR. TEDTMANN: Good evening. My name is Edward Tedtmann. I reside at 869 Northwest 8th Avenue. Telephone number, (561)734-3163. I've been a resident of Palm Beach County for 32 years, and I've noted that the quality of service from FP&L has equaled Cincinnati
Gas & Electric before I moved here, which is now Duke Energy.

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

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

I think that that's -- I, you know, I agree with the other speaker that was here earlier that the -- I think FP&L is a member of the Florida -- the Alliance
of Florida Industries, which is a mega political power, and I disagree with a public utility being involved in that kind of activity. Thank you.

CHAIRMAN BROWN: Thank you for your testimony.

Commissioners, any questions?

Thank you.

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

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

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

Yes, I have been asked to speak by FP&L, but they're not surprised by my comments because I report to a publicly elected board. And what I'm about to tell you I have said publicly to my board, to the residents of Riviera Beach, and I have talked about FPL's corporate responsibilities in an international competition where their investment in clean energy, their commitment to maintaining a safe haven for our manatees allowed us to win the coveted Bursary Award in this -- in 2012 in this international competition. So
we are quite grateful for FP&L and being a responsible and responsive corporate citizen in our community. I have experienced them to not only be responsive, but they have shown a commitment to a sustainable built environment.

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

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

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

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

Commissioners, any questions?

Mr. Kelly has a question.

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

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

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MR. KELLY: Thank you, sir.

MR. BROWN: Thank you.

CHAIRMAN BROWN: Thank you again.

Next customers.

MR. KELLY: After Mr. Carter is Jayever Luque, Luque.

CHAIRMAN BROWN: Good evening.

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

MR. KELLY: Thank you.

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

I'm here, and I am a ratepayer with FPL, as a private customer, but I'm also here not only as a private individual, but I'd like to speak to my professional involvement, if you will, relative to FPL. The business that I am in, I'm a senior executive with a real estate home builder. We are the largest -- one of the largest privately held home builders in Florida with operations everywhere in Florida south of Orlando. So with that, I would characterize my experience with FPL over the last ten to 12 years, which spans two companies but predominantly with my current company, but if you
would have asked me 12 years ago about the quality of service with FPL, I would have told you that I would rather have jumped off a bridge. Because I will say over that span of time my teams have directly been responsible for anywhere from three- to four thousand new customers being connected to FPL's system, and I will tell you back then it was horrible. And I will tell you initially it was very difficult as I sought problem resolutions and escalated it up into the executive ranks of the company of finding any -- anybody willing to look at me and deal with the issues. In fact, I would literally, when those issues arose, I would just take my business plan and throw it out the window because I know it was done.

I'm here before you today because I have a passion. I have a passion to tell that you since those initial encounters to where we are today, FPL has not only reacted to the problems that I know I have brought but others in my industry have brought, and they have put in place systems, they've put in place procedures, and they've put in place people to deal with problems when their quality of service goes off the rail to the point now where I'm no longer worried about an FPL touch point and me -- forcing me to take my business plan and throwing it out the window.
And so I know it's very easy to come up and speak about the problems you have, and I thought it was important to come up and speak to you about an organization as large as FPL and the ability for them to change and mature over the growth of time to deal with problems to the extent where I've been invited to come in and speak to their senior service managers about issues that I'm having and my industry is having and helping them put in place service recovery protocols.

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

MR. CARTER: Thank you.

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

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

CHAIRMAN BROWN: Thank you.

Commissioners, any questions?

Mr. Kelly has a question.

MR. CARTER: Yes, sir.

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

MR. CARTER: I do. I support the rate increase to the extent that I'll leave it to this fine
body to decide the amounts.

    CHAIRMAN BROWN: Thank you.
    MR. CARTER: Thank you.
    CHAIRMAN BROWN: Next customer, please.
    MR. KELLY: Ms. Judy (sic) Bond followed by David Heaton.

    CHAIRMAN BROWN: Good evening.
    MS. BOND: Hi there. It's actually Jody Bond with an O.
    MR. KELLY: I'm sorry. I apologize.
    MS. BOND: You probably couldn't read my handwriting. That's okay.

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

    I'm all -- I'm many things and I'm very happy that I've been able to do that in Martin County for so many years. I'm a former member of the Martin County School Board and I was a founding member of the Children Services Council of Martin County. We followed Palm Beach County when they established it almost 30 years ago. And I'm a present sitting member of the Martin County Children Services Council. I'm also involved in many of the different non-profit boards in Martin
County. And I want to say I heartily support Florida Power & Light to continue doing the kind of work that they do with the excellence that they have shown to all of us. In Martin County we view Florida Power & Light as a neighbor.

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

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

Commissioners, any questions?

Thank you for your testimony.

MS. BOND: You're very welcome.

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

CHAIRMAN BROWN: Good evening.

MR. HEATON: Good evening, Commissioners.

Thank you for this opportunity. David Heaton. I am the executive director of the Children Services Council. Jody is one of my board members. I'm here as an individual but through a professional concern and association with FPL with regard to our facility.

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

So I had FPL's customer service folks come out to our building once it was completed, give us an energy evaluation, speak to anything they observed in that
walk-through that we could improve upon to again save money and be efficient. They were very helpful in that respect. So I'm here really to speak to their customer service. I was asked to speak tonight because that highly efficient air-conditioning system is also very susceptible to power surges and power fluctuations, and we, over the last year, have gone through a period where those fluctuations have continued to harass us to the point of blowing fuses, frying circuit boards, and the most recent example, destroying two compressors. Now that is a three-year-old system, so it's very expensive for us to repair that. So naturally we reached out to FPL, asked them to put a meter on the system to determine whether we could control these fluctuations. They did that; they did that immediately. They were very responsive. We still struggle with this and I'm to this day working on it, but I'm so appreciative of people like Leo Daemon (phonetic), who is one of their technology support people, who finally understands the problem, has identified what we can do as a solution, and promises to be there for us and fix that. So I just wanted to express that appreciation.

I'm really not here to talk about the rate increase. You, as others have said, will decide what's best in that regard. I heard convincing arguments on
both sides of this issue. So I do want to congratulate them on their level of customer support. And if the rate increase keeps that customer support at that high level, I support it.

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

Thank you.

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

CHAIRMAN BROWN: Good evening.

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

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

I wanted to come and comment. I was asked by FP&L, my FP&L representative if I'd be interested in 
saying something, and I was really honored by the opportunity to say so because of the great things that I perceive that FP&L does for us all. You know, we've talked about all of the different organizations they support and all the things that they do and the contributions. And as everyone has said, they're everywhere, and I just can't even imagine what the economic impact of all of that is, you know, when we talk about the amount of money that we pay to them for our services. The payback has got to be many, many times more than that back to us.

I wanted to mention a couple of specific things that I think have been very important to us being a rural community and a somewhat impoverished community. We, owning the telephone company, had recently expanded with fiber optics throughout our area and on into Martin County, and as part of that, we were able to open up one of the only commercial data centers in Martin County, probably in St. Lucie or Indian River County also, our very first class data center. And when we wanted to make that investment, being a small company, trying to find the funding, the capital, a way to do those types of things and try to bring some economies to that impoverished Indiantown, it was hard to convince people, well, is this going to be something that can work for
us? And we're so thankful that FP&L was willing to work with us and bring us brand new power -- because here we are in the middle of this rural community and reliability -- to be able to do a data center, it has to be reliable. Well, we are now receiving customers from all over the place as a result of that, and their willingness to do so for a very minor capital improvement cost to us was just the ticket that helped us get it all going.

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

CHAIRMAN BROWN: Thank you for your testimony.

Commissioners, any questions?

Mr. Kelly has a question.

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

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

MR. KELLY: Okay. Thank you.

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MR. LESLIE: Thank you.

CHAIRMAN BROWN: Thank you.

Next customer.

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

MS. MENDIETA: Mendieta.

MR. KELLY: I'm sorry.

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

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

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

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

I don't feel that I'm up here being disingenuous, as someone had mentioned, and I hope that my testimony won't be discounted because I was asked to
be here. I'm here because I support FPL, who's also
been very community minded and supported me as a locally
headquartered woman-owned business. I'm very proud of
that and that's why I'm here.

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

CHAIRMAN BROWN: Thank you.

Any questions, Commissioners?

Mr. Kelly, your next customer.

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

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

I was made aware of this here by a friend of
ours that works at FPL. But despite that, you know,
after going through it, I understand why the increase is for upgraded facilities; automation; storm hardening, which is very important here in Florida with all the storms that we have. My customer service experience has been great with them. We really don't have any outages, and when we do, they're, like, seconds.

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

CHAIRMAN BROWN: Thank you for your testimony.

Commissioners, any questions?

Thank you.

MR. KELLY: After Mr. Cunningham is Jerry Buechler.

CHAIRMAN BROWN: Good evening.

MR. CUNNINGHAM: Good evening, Commissioner.

I'm Bart Cunningham, 7386 Ashley Shores Circle, Lake

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

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

But, anyhow, I'm here to speak in favor of FPL. And one of the things that I've admired over the years -- just yesterday I was watching some trucks down
in the Boynton area where it was one of their vendors -- Pike, I believe, was on the side of the truck -- once again improving the infrastructure. And as a child and now as an adult growing up in Palm Beach County to see where we've come from all these years and to know that they've improved a great infrastructure in Palm Beach County. The level of service has been outstanding. I worked for Sears & Roebuck, one of my first jobs, for 13 years. I believe in satisfaction guaranteed or your money back anything. And when it comes to FPL, when you've got quality of service, you know, yeah, there's a price for it, but I have the highest confidence in them about it as a consumer.

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

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

Commissioners, any questions?

Thank you.

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

**MR. BUECHLER:** My name is Jerry Buechler. I live at 1719 Southwest Leafy Road in Port St. Lucie, Florida, and my phone number is (305)510-4927.
So I'm on the other side of the fence as --

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

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

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

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

I mean, where I -- FP&L is making $1.65 billion. I don't understand why they need a rate increase. FPL plans to build a $1.2 billion natural gas power plant in Okeechobee County, which is about, as the bird flies, maybe, you know, 30 miles northwest of where I live, and this will use 9 million gallons of water per day. That equals the current consumption of Indian River County, that's Vero Beach. So they're going to use as much water as the whole county uses every day, and then they're going to deep well inject it. And what feeds our water in Martin County, in St. Lucie County, and Indian River County is what's called surface aquifer. It's below the soil and it goes about 400 feet. So this water is all going to go westward to the ocean. And if it's heavy rains, it's going to percolate up and it could contaminate our -- I mean, I think it's probably contaminated enough because they have to deep well inject it. It could potentially contaminate our aquifer and it's eventually going to end
up in the estuary. Anybody who lives in Treasure Coast
knows this is the issue that's in the paper every day.
You know, turtle -- the sea grass is dying.

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

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

CHAIRMAN BROWN: Sir, thank you so much.

MR. BUECHLER: Okay. Thank you.

CHAIRMAN BROWN: Commissioners, do you have
any questions?

Thank you for your testimony.

Next customer, please.

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

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

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

CHAIRMAN BROWN: Mr. Buechler, if you could
hand it over here to Mr. Durbin. That will be Exhibit
6.
MR. KELLY: Madam Chair, what was -- somebody put in 5? I apologize.

CHAIRMAN BROWN: Yes. That was Comerford.

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

CHAIRMAN BROWN: Good evening.

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

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

And FP&L is a monopoly. Let's face it. I'm in their On Call program. I try to cooperate any way that I can with our utility company. I've only lost an oven once to the -- some kind of power surge. And I
also pay for insurance and I had that globe put on my
meter. But I did object to their putting the smart
meter on the house. They're not healthy. They're very
dangerous. And, of course, it's GE that has a monopoly
throughout the United States with -- under Mr. Immelt,
who advises the President. So we're all losing there.
We're just going to have to suffer with smart meters.
But most of this stuff is not smart. It's dangerous.

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

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

Any questions?

All right. Next customer, please.

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

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

CHAIRMAN BROWN: Good evening.

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

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

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

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

And I have been an FP&L user for 40 years. As far as service issues, other than the hurricane and a few brownouts now and then, I've been real lucky. Knock on wood. I had an issue with vegetation about six months ago. I made a phone call. The FP&L guy called me right back. Within two weeks there was a crew there, set up an appointment, everything was taken care
of. No issues, no problems at all. So I'm very happy with the service part of it.

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

CHAIRMAN BROWN: Thank you for your testimony.

Commissioners, any questions?

Thank you.

Next customer.

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

(No response.)

All right. Ms. Emory?

(No response.)

Brian Mumme followed by Joseph Chase.

MR. MUMME: Greetings.

CHAIRMAN BROWN: Good evening.

MR. MUMME: My name is Brian Mumme. You won't forget that last name now, right? That's Mumme, M-u-m-m-e. I live at 1065 South U.S. Highway 1 in Jupiter, Florida 33477. Phone number is (239)332-4646.
I'm here as a homeowner and I certainly support the rate increase. They've earned -- they've earned it. FPL does a fantastic job, and I have no qualms with the rate increase. And I'm also a mechanical engineer and I do a lot of energy work, and FPL has just a fantastic rebate program for thermal energy storage, energy recovery units, pneumatic control ventilation. And it's really quite amazing because virtually there are very few other electrical companies certainly in Florida but around the country that do that sort of -- those sorts of programs. So I'm a strong supporter of FPL and I'm glad to be here to cast my support for the rate increase.

CHAIRMAN BROWN: Thank you, Mr. Mumme.

Mr. Kelly has a question for you.

MR. MUMME: Yes, sir.

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

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

MR. KELLY: Okay. Thank you.

MR. MUMME: Thank you.

CHAIRMAN BROWN: Mr. Kelly, just a second. If there's anybody in here that is going to testify that has signed up but that has not been sworn in, can you
please raise your hand.

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

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

(Collective affirmative responses.)

(Witnesses collectively sworn.)

Thank you. Proceed.

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

(No response.)

Carol Strick, followed by Edward Strick.

CHAIRMAN BROWN: Good evening.

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

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

There are a few things that I wanted to say. For one thing, I really don't understand the increase
because, according to Florida Power & Light, they are
going to use the wastewater from the Solid Waste
Authority to be able to lessen their costs. So why the
increase after we're being subjected to this toxic air
from the incinerator, which as a member of the Palm
Beach County Environmental Coalition, we have been
trying to fight that thing for years and unfortunately
we lost and we're all stuck with the poison.

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

Yes, this was a stacked audience because if
you asked the average working class person who has no
benefits to gain financially from this company, they
would absolutely be "un" in favor of a rate increase.
So thank you very much for listening. Speaking for the people actually.

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

**MR. KELLY:** After Mr. Strict is Renate Fillie (sic).

**MS. FINNIE:** Renate Finnie.

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

**CHAIRMAN BROWN:** Good evening.

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

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

I feel that a good suggestion would be to change the code so that in the future when you built a house, you would have solar paneling included and
also -- for the roof and also a solar hot water heater
so that we could be producers of our own energy. We'd
save on the cost and we'd spare the environment. We
wouldn't be totally dependent on FP&L. We'd produce our
own. We're in Florida where it's the Sunshine State.
Why we didn't do this before is because FP&L is a
monopoly and they don't want this.

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

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

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

Commissioners, any questions?

Thank you. Next customer.

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

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

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

I would, first of all, like to ask the Chair of this company why do they need this unbelievable, not balanced hike, 23 percent? And that -- when you know that they had last year a profit, a net profit of
$1.6 billion, it's just not to understand.

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

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

CHAIRMAN BROWN: Thank you for your testimony.

Commissioners, any questions?

Thank you.

MR. KELLY: Monte Lambert.

(No response.)

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

MR. KELLY: No, ma'am.

CHAIRMAN BROWN: Can you read the second one?

MR. KELLY: Marc Gaylord, followed by Mark Holmes.
CHAIRMAN BROWN: Good evening, sir.

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

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

Somebody came here and said something about that the decision should be left to lawyers and other personnel to determine whether it should be a rate increase. I would suggest that lawyers would not be the appropriate people to determine whether there's a rate
increase or not. That's just my opinion. I wouldn't be able to tell you. But I will say this, if the investments that FP&L have made in South Florida warrant an increase, I'm all in favor of that.

CHAIRMAN BROWN: Thank you so much for your testimony.

Commissioners, any questions?

Mr. Kelly has a question.

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

MR. GAYLORD: For Martin and Palm Beach.

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

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

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

MR. GAYLORD: Yes, they do.

MR. KELLY: Thank you, sir.

CHAIRMAN BROWN: Thank you.

Next customer.

MR. KELLY: Was Mark Holmes.

(No response.)
The last one I have signed up is Sarah Younger.

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

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

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

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

We have asked for a solar choice, and as a consumer I would like to have that choice. They instead invested up to $8 million to defeat our proposal and now are asking for a rate increase to continue the role of a monopoly. I think it behooves you to think about the future of our state and whether or not what they're
suggesting is sustainable. We've got sea level rise in
South Florida. If you're going to invest in hardening
South Florida, close down Turkey Point. You cannot have
a plant at sea level, you know. This is ridiculous.
They house all kinds of nuclear material on that site.
It's now -- those canals are -- there's plumes going
into the aquifer that have been there -- you know, been
happening for 30 years. This is not a new deal. And
yet you're ready to put profit over our planet, and I'm
very, very concerned.

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

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

CHAIRMAN BROWN: Thank you for your testimony.

Mr. Kelly, any other customers signed up?

FLORIDA PUBLIC SERVICE COMMISSION
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.)
I, LINDA BOLES, CRR, RPR, Official Commission Reporter, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

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

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

DATED THIS 22nd day of June, 2016.

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