BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 160021-EI

PETITION FOR RATE INCREASE BY
FLORIDA POWER & LIGHT COMPANY.

DOCKET NO. 160061-EI

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

DOCKET NO. 160062-EI

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

DOCKET NO. 160088-EI

PETITION FOR LIMITED
PROCEEDING TO MODIFY AND
CONTINUE INCENTIVE MECHANISM,
BY FLORIDA POWER & LIGHT
COMPANY

PROCEEDINGS: SERVICE HEARING

COMMISSIONERS
PARTICIPATING: CHAIRMAN JULIE I. BROWN

COMMISSIONER LISA POLAK EDGAR

COMMISSIONER ART GRAHAM

COMMISSIONER RONALD A. BRISÉ

COMMISSIONER JIMMY PATRONIS

DATE: Thursday, June 16, 2016

TIME: Commenced at 9:30 a.m.

Concluded at 12:21 p.m.

FLORIDA PUBLIC SERVICE COMMISSION
PLACE: Brevard County Government Center
Commission Room, Building C
1st Floor
2725 Judge Fran Jamieson Way
Melbourne, Florida 32940

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 MARLENE SANTOS, 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 Staff.
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CHAIRMAN BROWN: Good morning and welcome. My name is Julie Brown, and I have the privilege of serving as Chairman of the Florida Public Service Commission. This is the FPL customer service hearing in Melbourne, and I am delighted to be here along with all of my colleagues on the Public Service Commission. And at this time, I'd like to give them an opportunity to introduce themselves to you and give a welcome, starting with Commissioner Brisé.

COMMISSIONER BRISÉ: Good morning. How are you? Well, we're glad to be here today. We want to hear from you, and I'm pleased to be here with my colleagues on this beautiful day.

COMMISSIONER EDGAR: Good morning. I'm Lisa Edgar. Glad to be here. Thank you all for coming. I will apologize in advance; I have a little bit of a cold, so I'm going to be coughing and may be in and out a little bit, but I'm looking forward to hearing from all of you.

COMMISSIONER GRAHAM: Good morning. My name is Art Graham, and ditto to what they said.

COMMISSIONER PATRONIS: Good morning. My name is Jimmy Patronis. Appreciation to the Brevard County Commission allowing us to use their facility today.
Looking forward to your testimony and your thoughts as we continue our deliberations.

CHAIRMAN BROWN: Thank you.

Staff counsel, will you please read the notice.

MS. BROWNLESS: Yes, ma'am. By notice issued May 22nd --

COMMISSIONER GRAHAM: Microphone.

MS. BROWNLESS: By notice issued 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 at this time, I'll take appearances of counsel, starting with Florida Power & Light.


CHAIRMAN BROWN: Office of Public Counsel.

MR. KELLY: Thank you, Madam Chair.

Good morning. My name is J. R. Kelly. I'm with the Office of Public Counsel, and we have the pleasure of representing the ratepayers of Florida Power & Light.

CHAIRMAN BROWN: Hi.
MR. WRIGHT: Good morning. Good morning.

Thank you, Madam Chairman. Good morning. My name is Robert Scheffel Wright. I represent the Florida Retail Federation in this proceeding.

CHAIRMAN BROWN: Thank you. And now let me first begin this meeting by saying I want to thank you all, we want to thank you all for taking the time to come out this beautiful morning here. This is your customer meeting, so we want to hear your thoughts, your concerns. Anything you'd like to talk about here, we are here to listen to you. This is your meeting, so I want to thank you.

We have staff representatives here from the Public Service Commission staff that I'm going to go through. We also have Florida Power & Light representatives here to discuss any service issues that you may have.

Just to tell you about this proceeding, we have nine customer service hearings that we're doing around the state. Later in August we'll have a technical hearing, and that will go for about two weeks, and then later in the year we'll make a determination. But we will definitely take and incorporate all the comments that we'll hear today.

Some of the Public Service Commission staff,
I'd like to just officially recognize them for the record, who are here today, we have Bart Fletcher with our Accounting and Finance; Judy Harlow with our Economics department; Tom Ballinger with our Engineering department; Suzanne Brownless with our General Counsel's Office; Cindy Muir, Dick Durbin, and Kelly Thompson with our Public Information Office; and our court reporter is Linda Boles, and she's here. And this is an official hearing that will be transcribed and become part of the official record in this docket. In a few moments, I will swear you in if you'd like to provide verbal comments, and we'll take care of that soon. But I'd like you to note that your comments may be subject to cross-examination, which means that any of the Commissioners up here can ask you a question as well as any of the parties.

At this time, I'd like to ask that you turn your cell phones off or mute them so as not to interrupt the flow of this proceeding. We really try and strive to run a very efficient meeting, and so I appreciate you taking the time to be considerate of your neighbors who came out here today. We really do appreciate the professional nature of these proceedings. And I know that sometimes some of you may want to clap or yell or something of that nature. Please refrain from doing
that. It affects our transcriber.

So when you came in here earlier today, you may have noticed the sign-up sheets out there. If you have -- if you'd like to speak and you haven't had an opportunity to sign up, please go ahead and do so at this time. If you don't want to make verbal comments but would like to write something, you can also provide written comments and leave them with us today, or you can mail them in. And they will -- whether you made the verbal comments or the written comments, they will be considered as part of our process.

And now I'm going to invite the parties and the intervenors to provide some brief opening comments. The petitioning party, Florida Power & Light, will have six minutes; Office of Public Counsel will also have six minutes; and the intervening party who is here today will have three minutes. There are -- I will note there are other intervening parties in this docket.

So with that, Florida Power & Light, you have the floor.

MR. BRYAN: Thank you again, Madam Chair and Commissioners. Good morning again. In a moment you're going to hear from Marlene Santos, FPL's vice president of customer service. She'll explain to you what FPL is asking for in this rate case and why. But before she
speaks, I wanted to let you know that we have several
customer service representatives here today, as the
Chairman has indicated. They're available to meet with
you if you have a question about your bill or a problem
with your service. They are located on the facility.
They've got their computers all hooked up and can access
your account information right away. If you're
interested, I would encourage you to take advantage of
this. If you go to the FPL table that's outside these
chambers, they can direct you. And with that, Marlene.

MS. SANTOS: Thank you, Commissioners, and
thank you to all of our customers who are here today.
We're so looking forward to listening to your feedback.
I'm very proud to be among the nearly 9,000 FPL
employees whose mission every single day is to provide
you with reliable, clean power.

As a regulated energy company, the Public
Service Commission oversees our operations and sets our
rates to ensure that we're delivering safe and reliable
service at fair prices. As part of our request for new
base rates beginning in 2017, we're here today to hear
from you.

Today your service is cleaner and more
reliable than ever before, while the typical residential
customer bill is lower than it was ten years ago. This
did not happen by accident. It's because we've made a commitment to you, our customers, to be the best utility possible. We know that's what you expect and you deserve that, to be better -- for us to be better than average. That's why we're very proud to provide you reliability that is best in Florida and 44 percent better than the national average, while our typical residential bills are 30 percent lower.

So let's talk about why we're here today. The base rate is a portion of your total bill that pays for most of the infrastructure investments we make to improve your service and help keep costs down over the long term. For example, FPL has been investing for years in high-efficiency power generation that uses less fuel to generate cleaner power primarily because we're using cleaner burning natural gas and using it more efficiently. These smart investments continue to pay off for all of us.

Since 2001, we've reduced our oil use by more than 98 percent, which in turn has prevented an estimated 95 million tons of carbon emissions and saved you more than $8 billion on the fuel component of your bill. Cleaner, more efficient power plants have also enabled us to lower overall customer bills four times in the last 18 months.
Since our last base rate request, which was four years ago, we have been investing billions of dollars. In fact, we've invested more than what we've made to continue to improve your service. But many of those costs are not included in the rates you currently pay, so we submitted a proposal to the Public Service Commission to approve three base rate increases phased in over four years. The numbers associated with our request are large, but so is FPL. We're one of the largest utilities in the country, serving more than 10 million people.

What's important for you to know is we expect that through 2020, typical residential and business bills will remain lower than they were in 2006. Our four-year plan will help us to continue to improve the reliability and resiliency of FPL's electric grid and further modernize how we generate power.

Let me give you some examples. First, our smarter energy grid now allows us to identify potential outages before they happen and take action to prevent them. And when outages do occur, we can respond quickly and more efficiently, reducing the length of time that you are without power. We continue to make our grid even smarter and more responsive to further improve your service.
Second, we're working hard to make sure the
electric system is better prepared to make -- to deal
with major storms. We strengthened many of the main
power lines that serve critical community facilities.
Right here in Melbourne we're strengthening the main
power lines serving the Brevard County Sheriff's
Department complex, the Melbourne Police Department
headquarters, the Viera Hospital, and the Florida Gas
Transmission Company.

In addition to further improvements in
reliability, we continue to invest in clean, efficient
power generation. We're building three new solar power
plants that are among the largest in the southeast and
moving forward with the future FPL Okeechobee Clean
Energy Center.

Like past projects supported by base rates,
our proposal is designed to help keep costs down over
the long term; however, we're also mindful of those who
may need help paying their energy bill. We have several
options to help customers in need with payment
assistance, and we have employees here today that can
help.

We've asked a few local customers who have
said they value our service if they would be willing to
share their experience with you. Also, we're looking
forward to hearing all of your feedback. At FPL we're proud to be a part of Florida and work hard every single day to provide you with affordable, clean power 24/7. As an FPL customer myself, I assure you that we are committed to exceeding your expectations today and continually improving for tomorrow. Thank you so much for being here today and for the opportunity to serve you.

CHAIRMAN BROWN: Thank you.

At this time, we will hear from Public Counsel, Mr. J.R. Kelly.

MR. KELLY: Thank you, Madam Chair. Good morning again. As I said, my name is J.R. Kelly. I'm with the Public Counsel's Office, and we have the privilege and honor of representing the ratepayers of Florida Power & Light, that's the residential customers, the industrial customers, as well as all the commercial customers.

We're here today because Florida Power & Light is seeking a $1.3 billion increase in their base rates. That's approximately 23 percent above their current base rate. They're asking for $866 million to begin next year, another 262 million in 2018, and then another 209 million in mid 2019. We've intervened in this case on behalf of the ratepayers, and we will contest those
areas that we believe FPL is not being reasonable or prudent in what they're seeking. While we are right now in the middle of discovery and identifying those issues, I will share a few of the issues that we have already identified.

First is what we believe is excess profit. Florida Power & Light is asking for an 11 percent return on equity in this case. We believe this is extremely excessive, especially when you compare it to what other utilities in Florida and around the nation have been receiving from their commissions. Our expert from Penn State University is reviewing this matter, and he's going to be recommending a return on equity somewhere below 9 percent.

Now let me put it in perspective figure-wise. For 1 percent, or 100 basis points, to Florida Power & Light, that means you, the ratepayers, pay an additional $240 million. So if the Commission agrees with us that the ROE saved should be 9 percent versus 11 percent, that's $480 million less in rates that you would pay annually. That will not, will not affect Florida Power & Light's ability to save -- to provide safe, adequate, and reliable service. It's excess profit.

Another area that we're challenging is with your capital structure. Now corporations raise money,
raise capital two different ways. They sell stock to shareholders; that's called equity capital. They also borrow money or sell bonds; that's called debt capital. As a result of how much it costs to raise those capitals, equity capital is a lot more expensive to pay for than debt capital, and you, the ratepayers, pay for those capitals. Therefore, you would hope a prudent utility would look to have a healthy balance of equity or ratio to their capital -- excuse me -- to their debt ratio. And in this case, FPL's own expert is using a proxy group of comparable electric utilities to recommend 11 percent. His proxy group has an equity ratio of 48 percent.

NextEra, FPL's parent company, has a consolidated capital equity structure of 45 percent. In this case, FPL is asking for 60 percent equity, 60 percent. Now we think that is extremely excessive, and let me put it in numbers again for you.

Our expert is going to be recommending a 50/50 split. We think that's very reasonable, especially compared to what their proxy group is by their own expert, 48 percent, and what NextEra, their company parent, uses at 44 percent. That 10 percent drop, folks, is $359 million less per year that you would pay. That reduction will not affect the safe, adequate,
reliable service that FPL provides you.

FPL is also asking for a 50 basis points, or .5 percent, bonus. It's nothing but excess profit to the tune of $120 million more per year simply because they have the lowest rates in Florida and they provide good service. Folks, we do not agree and we will oppose that.

FPL is a monopoly. They are providing safe, adequate, reliable service because they're required to under law. In return, you pay the rates that this Commission sets. It's a quid pro quo to add another $120 million to what you pay every year we believe is unreasonable.

There are also some other areas that we're looking at such as depreciation, plant construction, future plant use, and storm hardening expenses that we have yet to identify today but that we will be recommending the reduction.

Now let me say today what this case is not about. It's not about personalities. You're going to hear people, and some of you have come today, and I'm glad you're here today, to talk about what a good run company FPL is. Folks, I do not dispute that. It is made up of some of the finest men and women I have ever had the privilege of working with, even though I'm
across the table. I have the utmost respect for them. They are good at what they do. But that's not why we're here today. We're here today because they're asking for a 1.3 billion increase in their rates. And what they are required to do to prove to the men and women behind me is that everything they ask for is reasonable and prudent, and we're going to challenge those areas that we don't believe are reasonable and prudent.

Now as Chairman Brown said, this is your hearing today. We're not here -- you're not here to hear from FPL or me. The Commissioners are here to hear from you, and so I am and so is FPL. Thank you so much for taking time out to be here. I look forward to your comments, and please, please come up here and take advantage of this opportunity. Thank you.

CHAIRMAN BROWN: Thank you, Mr. Kelly.

At this time we'd call Mr. Schef Wright with the Florida Retail Federation.

MR. WRIGHT: Good morning. Thank y'all for being here. My name is Schef Wright. I've been working in energy in Florida for more than 35 years, including service on Governor Bob Graham's Energy Office and almost seven years of service on the staff of the Florida Public Service Commission before I got a break and got sent to law school. I've been doing this a long
In this proceeding, I have the privilege of representing the Florida Retail Federation. The federation is a statewide organization of more than 8,000 members from the largest groceries, pharmacies, appliance stores, big box stores, department stores, and so on to literally thousands of mom and pop sole proprietorships.

The Retail Federation, on behalf of our members, our stores, our employees, and on behalf of y'all, FPL's customers, joins the Office of the Public Counsel, Mr. Kelly and his wonderful staff, in advocating for and fighting for the lowest possible rates that will still allow Florida Power & Light Company to fulfill its duty of providing safe, adequate, reliable service.

We're not asking for free electricity. We want FPL to be healthy. They deserve to earn a reasonable rate of return on their investment. That's the way this all works.

FPL is a well-run company. They have a wonderful fleet of very efficient power plants, and they have thousands of rock solid, dedicated workers. These are great people. I echo everything Mr. Kelly said about that. But that's not what this case is about.
This case is about whether FPL needs anymore money in order to fulfill its duty of providing safe, adequate, and reliable service. We don't believe that they do, at least not the first increase in 2017. Why not? Because their own filing shows that in 2017, with no rate increase at all, they will cover all their costs, all their salaries, all their materials and supplies, return on investment, debt service and everything else and make a profit of $1.6 billion. On top of that, they want another $866 million of y'all's money in 2017. We just frankly flatly believe this is excessive and their rate of return is excessive: 11.5 percent after taxes is 18.7 percent before taxes. Even 9 percent is 14.4 percent before taxes. And compared to the risk-free rate relative to the risk FPL faces, it's just not justified.

We believe that when all the evidence is in, we are confident when all the evidence is in, it will show that FPL does not need any increase at all to continue providing safe and reliable service, at least not in 2017, and at most a modest increase in 2018 and 2019. This is your hearing. Tell the Commissioners what you think. Thank you for being here.

CHAIRMAN BROWN: Thank you, Mr. Wright.

And Mr. Bryan, I believe you have an exhibit
MR. BRYAN: Yes.

CHAIRMAN BROWN: It will be Exhibit 7.

(Exhibit 7 marked for identification.)

MR. BRYAN: Thank you. Thank you, Chairman Brown. At this time I'd like to offer an affidavit of publication from the Florida Today newspaper, a local paper of general circulation. And the affidavit merely demonstrates that FPL advertised this meeting to the general public in accordance with the Commission's instructions, and I'll offer it at this time. Thank you.

CHAIRMAN BROWN: Thank you. Mr. Durbin will take that. Thank you.

And as part of the practice at the Commission, if there are elected officials present, which there are today, they are given an opportunity to address the public as well as the Commission. So we're going to do that at this time.

First I would like to recognize Representative Debbie Mayfield, who many of us up here are friends with, and it's great to see Representative Mayfield, all the fine work you do for your constituents.

REPRESENTATIVE MAYFIELD: Thank you, Chairman Brown. And I really wasn't expecting to speak, but I
just want to thank you guys for coming, and I echo your comments. This is a public meeting, and I do appreciate you guys allowing the public to speak on how they feel about the rate increase. And kudos to one of my fellow members, Jimmy, and to Ron. And it's great to see you guys here, and welcome to Brevard County.

**CHAIRMAN BROWN:** Thank you, Representative Mayfield.

Now we also two mayors who are here. The first -- and I'm so sorry if I mispronounce this -- from the City of Cape Canaveral, Mayor Bob Hoog, Hoog.

**MAYOR HOOG:** Good morning, Madam Chair and Commissioners. Welcome. Welcome to Brevard County. And I'm very glad to be before you this morning to speak.

I would like to first of all introduce myself. Bob Hoog. I'm the mayor of Cape Canaveral. I've been a citizen of Cape Canaveral for some 65, almost 66 years now. And I am also an electrical contractor in the City of Cape Canaveral, and I've had my business for 47 years in Cape Canaveral. So I'm very well versed with FP&L and their goings on and what they do for us, the city, and the people of the city and Brevard County.

We have had in the last year probably about
75 high transmission poles replaced on A1A, which is a mile and a half through the city and down into the lower part of Cape Canaveral and Cocoa Beach area for hardening of all the power lines, which we had a very unhealthy system years ago on the beach, but today, with what the power company has been doing, in my book is ultimately the best.

We also had our beach road access along the beach, we had all that hardened by Florida Power & Light. The complete system has been regridded down through there with concrete poles, and the wood poles are now gone. So hopefully if we have any hurricanes this year, which I'm not wishing, but we probably won't have any problems that I can see.

Our other -- we had another project, we were in the process of building a city hall and, lo and behold, one of the main grid power poles winds up right in the middle of where our building was going to be that's been there for -- since day one. And Florida Power & Light graciously got rid of the pole for us so we could proceed on with groundbreaking, and they regridded probably five east/west blocks by nine blocks north/south. All that system had to be regridded, and Florida Power & Light accomplished this in a very adequate and quick time for us.
We also had two lift stations that we just completely rehabbed. One lift station, we completely removed it, relocated it, and Florida Power & Light worked with us at a very minimal cost on getting that lift station relocated and online for us.

And I'm here today as, myself personally as a citizen of Cape Canaveral to tell you I think that Florida Power & Light -- I'm sure you already know that Florida Power & Light is a, like everybody has mentioned, a very good company. I work with them every day. I work with the service planners, I work with the service personnel, I work with the service truck, and I am here to support their increase.

CHAIRMAN BROWN: Thank you, Mayor.

MAYOR HOOG: Thank you very much.

CHAIRMAN BROWN: Thank you, Mayor.

MAYOR HOOG: Y'all have a nice day.

CHAIRMAN BROWN: Mayor, our Public Counsel has a question for you.

MAYOR HOOG: I'm sorry. Uh-huh. Yes, sir.

MR. KELLY: Mr. Mayor, thank you for being here today and testifying.

You said you're an electrical contractor?

MAYOR HOOG: Yes, sir.

MR. KELLY: And you or your company does
business with Florida Power & Light?

MAYOR HOOG: Yes, sir.

MR. KELLY: Okay. Thank you very much.

MAYOR HOOG: State certified in the state of Florida, yes, sir.

MR. KELLY: I'm sorry?

MAYOR HOOG: I said I am a state certified contractor, master electrician in the state of Florida.

MR. KELLY: Thank you, sir.

MAYOR HOOG: Thank you.

CHAIRMAN BROWN: Thank you.

Our next public elected official here is Mayor Carol McCormack from the Town of Palm Shores. Welcome, Mayor.

MAYOR McCORMACK: Thank you very much, Madam Chair and Commissioners. My name is Carol McCormack. I'm the mayor of Palm Shores. I'm also the senior elected mayor in Brevard County.

My situation is a little different than some of the others as we're a strong-mayor form of government, so I deal with all the entities and all the problems. I'm the chief bottle washer and whatever else needs to be done.

And I can say from the last -- oh, going back to Hurricane Jeanne, Hurricane Frances, we've had a
great experience with Florida Power & Light. Because when I asked my council, "Who stayed during Hurricane Jeanne?" guess whose only hand was up? Mine. So, you know, it was left up to me to make sure we got power back on.

And I'm sure that all of you have called a utility or a company and you've got to walk through hit one, hit two, hit three, hit four, and sometimes you hit four and you wish you'd waited for five because you've got to start all over again. Well, you don't find that with Florida Power & Light. We -- one of the really big advantages is that personal service. If I call Florida Power & Light about a problem, I'm going to get a human to talk to, and they're going to understand what the problem is. And that has been a tremendous help to us because we are a small municipality, and if we have a problem, we need it taken care of immediately. We don't need to be put on hold from somebody in Miami who might get the right voice mail message and call us back. So that response has been tremendous.

My husband said, "Be sure and tell them that I'm really happy with our light bill," because I freeze him at our house and I keep it very cold. And he considers it a real value and he considers it the best money we spend because it has been -- the light bill has
continued to go down and down and down and down each year.

So like I said, I'm speaking on behalf of myself, but I'm also speaking as the CEO of the town, and I can't say enough as far as positive remarks about how great they have been to us.

CHAIRMAN BROWN: Thank you, Mayor McCormack.

Commissioners, any questions?

Public Counsel has a question.

MAYOR McCORMACK: Yes, sir.

MR. KELLY: Yes, ma'am. Thank you for being here today. You said you were speaking on behalf of your town. Does the town support this rate increase, ma'am?

MAYOR McCORMACK: Well, I haven't asked the town. But then, as I say, I negotiate all the contracts for the town. So if I was negotiating the contract, say, for trash removal, it would be up to me to negotiate the best possible rate for trash collection. It would be up to me to go to the town council and say, you know, we're going to have a 43-cent increase in our monthly bill. Looking at the numbers that I was provided --

MR. KELLY: Yes, ma'am.

MAYOR McCORMACK: Now I don't have the big
numbers that he has, but looking at the numbers that I was provided, it does not look like there's going to be a giant increase at the bottom line. It looks like a couple of dollars on the bill. And so -- now, like I said, y'all are dealing with the big dollars. I'm dealing with the little dollars because my constituents do want to know. But I don't see a huge increase in the cost based on the fact that the bill has gone down.

And I get a lot of light bills at Town of Palm Shores because we have a lot of lights. We have highway lights, we have park lights, so I get a lot of light bills. And the fuel cost that has gone down has dramatically reduced the amount of our, you know, of our municipality bills, and so I've seen that as well at my house.

CHAIRMAN BROWN: Thank you, Mayor. Thank you for your testimony today.

MAYOR McCORMACK: Thank you. It's a privilege to be here. And if I can answer anything else, I'd be happy to do so.

MR. KELLY: So you do support the increase?

MAYOR McCORMACK: As presented to me as far as the dollar amounts and the small dollar amounts that I've seen, I would support that based on the service that we receive from them and based on the fact that it
looks to be a very small increase.

**CHAIRMAN BROWN:** Thank you, Mayor.

**MAYOR McCORMACK:** Thank you.

**CHAIRMAN BROWN:** Are there any other elected officials here today? And if they are, please just raise your hand if you'd like to come before us.

Okay. We are going to move into the public comment portion, which is -- yes, sir.

**MAYOR McPARTLAN:** Just come on up?

**CHAIRMAN BROWN:** Please come on up if you're an elected official.

**MAYOR McPARTLAN:** Good morning.

**CHAIRMAN BROWN:** Good morning.

**MAYOR McPARTLAN:** Bob McPartlan, the Mayor of the City of Sebastian. We're down there a little bit south. And you asked me to come up and talk about FPL. And first off, I want to thank Mr. Wright and Mr. Kelly here, who are looking out for the interests of the little guy, which, of course, that makes me one of them, you know. I am a single father with four children who have so many devices, and sometimes I look at that electric bill and I just shake my head. But I'm glad they changed to the smart meter because when I go out and turn on my pool, I don't see that thing spinning like crazy anymore like an UFO, so it just goes
gradually.

But, you know, you guys are the ones making the tough decision as far as a rate increase. And I heard Mr. Kelly, you're looking at, you know, what's reasonable and what's prudent.

You know, as far as FPL, nobody wants to see their bill go up. But as I can speak as far as they are as an organization, they have always been receptive, high quality, extremely professional. I can speak for their representatives that serve our community: You know, Bart Gaetjens and Amy Brunjes and Nancy Flickinger. You know, if there's a problem throughout the city, they're right on top of it, especially now, you know, hurricane season, making sure all the trees are taken care of, you know, creating less outages.

And also, you know, I'd like to speak on behalf -- because I'm also the administrator for the Department of Children and Families, and I cover a four-county area -- that FPL is very philanthropic in what they've done. You know, they've assisted me, you know, helping out, getting out the word to get more foster parents, anything that they can do in relation to the community. So they are a fantastic community partner in those regards. So thank you.

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

Commissioners, any questions?

Once again, thank you, Mayor, for being here.

Now we're moving into the public comment portion, which is the main portion of this service hearing. We want to give every customer an opportunity to speak. So you'll see at the podium each customer will have three minutes to speak. When it gets to yellow, we ask that you please try to wrap it up. When it gets to red, please stop. Please be considerate and use only your allotted time. There are so many customers here that really want to be given an opportunity to speak, so unfortunately I'll have to stop you when it gets to red.

I will be swearing you all in at the same time. So if would you like to speak, please stand with me and raise your right hand.

Do you swear or affirm that you will provide the truth in this matter?

(Collective affirmative responses.)

(Witnesses collectively sworn.)

Thank you. Please be seated.

Now, again, I'd like to ask you all to be considerate of your fellow neighbor. Please don't talk while they're talking. The court reporter really needs
to pick up everything, so please be considerate. When
you come to the microphone, please state your name,
address, telephone number, and whether you're an FPL
customer.

Public Counsel will be calling the first who
has signed up and then the second, and he'll be calling
two names at a time. We have some seats reserved up
here. So if you're the second name being called up,
please feel free to sit there and wait your turn.

And I think I've covered everything right now.
Mr. Kelly, will you call your first name on the list.

MR. KELLY: Thank you, Madam Chair.
The first name is Mr. Douglas Hoyt, followed
by Milt Farrow.

CHAIRMAN BROWN: Good morning.

MR. HOYT: Good morning. Thank you, Madam
Chairman, council members. My name is Douglas Hoyt. I
am the administrator and speaking for the Town of
Malabar. The address is 2725 Malabar Road, Malabar,
Florida 32905. And do you need a phone number?
Okay. I'm speaking on behalf of Florida Power
& Light and urging that we do have the rate increase.
I'm in somewhat of a unique position. I'm a retired
principal in a firm that manufactured replacement
components for the fossil fuel power generation industry
such as Carolina Power & Light, Duke Power, Southern
Company, PREPA, and, yes, Florida Power & Light over the
years. I've since been retired for about 15 years from
that firm.

From my perspective, Florida Power & Light,
first, has some of the lowest rates in the nation and
also are one of the more efficient utilities in the
United States. Their service, at least in the Town of
Malabar, is consistently up. In the very rare occasions
that we do have an outage, you make a phone call and
they're right on it. They're out there keeping their
lines up, cleared away so that if we do have a storm,
the line -- the areas aren't affected adversely. Their
equipment is clean. I've been in their plants. Their
plants are clean and well maintained.

And in addition, they're very ecologically
sensitive. For example, they recently replaced some of
the inefficient oil burning systems up at Titusville
with a couple of the -- with new combined cycle plants.
They're starting to install solar farms, which are very,
very ecologically friendly. And all of this is
accomplished with one of the lowest rates in the United
States.

And as I look at the figures, at least those
that have been presented to me, the rate increase that

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they're looking for in 2017 is merely recapturing the 2 percent inflation that we experience here in the United States. And if you project the 2018 and 2019 figures, they're about 2 percent per year. So I don't, from my view, don't see any excessive requests for funds. Thank you so much.

CHAIRMAN BROWN: Thank you for your testimony.

Commissioners, any questions?
Public Counsel has one.

MR. KELLY: Yes. Mr. Hoyt, you used to work for a firm that did work with Florida Power & Light; is that correct?

MR. HOYT: I was one of the principals in a firm that manufactured replacement components for the power, fossil fuel power generation industry at large. And, yes, Florida Power & Light at that time -- and I don't know because it's been 15 years since I retired, I don't know if they're a customer of that firm any longer.

MR. KELLY: Okay. And were you asked to come speak today by someone from Florida Power & Light directly or indirectly?

MR. HOYT: Yes, I was. They asked me if I would come and make some comments. I was not directed as to the comments to be made.
MR. KELLY: Thank you, sir. Appreciate you being here.

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

MR. HOYT: Thank you.

MR. KELLY: After Mr. Farrow is Phil Koechlein.

CHAIRMAN BROWN: Good morning.

MR. FARROW: Good morning, Commissioners, Madam Chair. Public Counsel, I'd like to personally thank you for your efforts. I'd like to join with Public Counsel and ask that this Commission deny the rate increases for several reasons. 18.7 percent is not only excessive, it's obscene. A 55 percent bonus is even worse. That's insult on top of injury. An equity-to-debt ratio of 60 percent and looking at a proxy group to make up your figures doesn't make sense.

Let me just state this. I am paying a $13 additional figure a month for something I shouldn't pay, and it's labeled on my bill very strangely. It's something that doesn't belong there, as if I did something wrong by having an analog meter.

Now I will spend just a moment going through my experience with the gentleman who arrived at my door with a meter one day. The gentleman knocked on my door,
had a package under his arm. And I said, "Hello, how are you?" He says, "I'm here to replace your meter that you ordered." And I said, "Who ordered?" I said, "Show me the slip. Show me." "Well, I have it back at the office." "Well, I'll wait here, sir. Go back to the office and get the slip." We got into it pretty heavily. Needless to say, I own my property, and this person is someone who doesn't belong on my property, who is acting in a fraudulent manner will be ordered off my property each and every time because I will not permit that. And this body should not permit that type of account management. There was no order. There was no signature.

Okay. Let's talk about some other issues as well. I traded commodities as a professional, and my account was with CBO on the COMEX, and I traded through Bear Stearns and several other well-known houses many years ago. I was totally dumbfounded that the utility would turn up a 1.3 billion loss in a commodities futures trading account for hedging because, unlike a gambler, a hedging account is totally another story. You are going in there to protect your crop, your commodity, whatever it is that you're protecting. You're not gaming, you're not trying to game the --

CHAIRMAN BROWN: Sir, you have about 30
seconds left.

MR. FARROW: That should not be happening, and this Commission should look into it, quite frankly. And the 25 percent decrease that you gave them as an allotment, you should not even give them that, quite frankly, because I don't think they've justified even what they've got now.

And I would also like to plead that this Commission give the Public Counsel more time to prepare exhibits and findings and documentation because the Tampa paper says he wasn't given enough time, and I agree with them.

CHAIRMAN BROWN: Thank you so much for your testimony.

Commissioners, any questions?

Thank you for your testimony.

Next customer, please.

MR. KELLY: After Mr. Koechlein is Pastor J.B. Kump.

MR. KOECHLEIN: Good morning. Thank you for the opportunity to talk today. My name is Phil Koechlein. I live at 973 Delmar Circle here in West Melbourne, (321)674-0147, and I'm here to talk today against the rate increase.

Twenty-three percent of -- is quite a bit to
ask for anybody to provide, and it's also, like, $13 a month for every 1,000 kilowatts used. It's a huge increase relative to -- since they're not looking so much to be able to improve their system as they are to improve their profit. There are many families out there not getting increases and are financially struggling, and as children grow and so on, it becomes only worse for them.

For someone like myself, I'm a senior, and social security has not been raising its rates, nor does my pension ever change because it's a flat amount. Sooner or later -- I'm hopeful that I never get in a position where that -- those numbers catch up to each other and I begin to be in trouble like this next category I'm about to talk about.

For those who deliver Meals on Wheels, they see a lot of problems out there because there are many people they see that are getting only that one meal a day, but on top of that they can't even pay for their own rent, their own food, nor their medications now. They often see people out there who are simply -- take some of that meal they get once a day and feed it to their companion that they have with them to keep them alive. So it's very, very difficult. And what are they going to do as this thing continues on? How do we cover
that 23 percent?

The second point I want to talk about is they're asking for the 23 percent, they say, to increase their profits from about 9.7 now up to that 11 percent number. They are purchasing ads every two weeks in the newspaper in an effort to try to handle this, which I apparently have lost. Isn't that smart of me? Anyway, they basically -- it's full page ads which they're telling us and so on that we are 30 percent -- they are 30 percent lower than anywhere else in the nation, yet here they are asking on the other hand now for a 24 percent increase for profit, not for their work and so on.

The thing about that is, too, there are national utilities that are talking about being against. If you take a good look at it, their average profit is only 9 percent, and here we are already at 9.7. Why do we need anymore money at this time? Okay.

Their ads state that they need the money that's coming to them, but why do they actually even buy these ads? They specifically said in the ads the stockholders have paid for them. Well, here's where they're also trying to give the money to those same stockholders. They did not need to run all those ads. They could have done it through their normal email
channels and also their monthly mailings to us and then handle the same thing, which might have even brought the profit to 10 percent in the process, but doing all the newspapers they do within their areas.

CHAIRMAN BROWN: Thank you, sir, for your testimony today.

MR. KOECHLEIN: Thank you.

CHAIRMAN BROWN: Commissioners, do you have any questions for Mr. Koechlein?

Thank you for your testimony.

MR. KOECHLEIN: Thank you.

CHAIRMAN BROWN: Next customer, please.

MR. KELLY: After Pastor Kump is Rocky Randels.

PASTOR KUMP: Good morning, and thank you for the opportunity to appear. I'm Pastor J.B. Kump, 2773 Bates Place, Titusville, Florida, an FPL customer. I'm not here to preach at you, but given your docket and the competing voices, I will be praying for you.

CHAIRMAN BROWN: Thank you.

PASTOR KUMP: This is a service hearing and I'm here primarily to speak to the service provided by FPL to me, an individual who built a house with my wife over the past year, and as the former director of Congressional District 15's district office for
Congressman Dave Weldon.

In the last year -- if you've been involved in the construction of a house, you know what a rocky road we traveled. There's bureaucracies aplenty, there's delays, and there's all kinds of unexpected activities involved in building a house. The bright shining light in this in terms of service provided was FPL. They were always prepared and responsive. They made their directions and their needs clear, and the bureaucracy that I faced in working with FPL was minimal.

In 2004 and 2005, Congressional District 15 at the time, serving four counties including Brevard, Indian River County, and Osceola County, were devastated by repeated hurricanes. During that period of time, our congressman worked with FPL, with county officials, city officials to respond to the needs of the individuals and businesses in the area. There were widespread outages. I believe they were minimized by the responsiveness of FPL. I was asked by the congressman to be in constant touch at all hours of the day and night with the FPL representatives. I had their cell phones, I had their emails. I had no delay in them getting back to me and in responding to the needs of the constituency. It was a terrible time, quite frankly, a lot of death, a lot of loss of properties, and I'm glad that FPL was as
responsive as they were during this period of time.

Thank you for the opportunity.

CHAIRMAN BROWN: Thank you, Pastor.

Commissioners, any questions or comments?

Mr. Kelly has one.

MR. KELLY: Pastor Kump, thank you for being here today. Did Florida Power & Light or someone ask you to come today and speak?

PASTOR KUMP: They informed me of these hearings and asked me if I would have anything to say. And I said, "I'd like to talk to these people about the service provided," as I've reported to you, sir.

MR. KELLY: Thank you, sir.

PASTOR KUMP: You're welcome.

CHAIRMAN BROWN: Thank you, Pastor.

PASTOR KUMP: Thank you.

CHAIRMAN BROWN: Next customer, please.

MR. KELLY: After Mr. Randels is Jim Dubea or Dubea.

CHAIRMAN BROWN: Good morning.

MR. RANDELS: Good morning. Thank you, Madam Chairperson and Commissioners and staff, who are here with you.

Before I introduce myself, I'd just like to take a moment and thank you for this ad that's been
mentioned. This was in our paper. Somebody went through the time of doing it. It's very much appreciated. It told when to be here, what you was going to speak on and what about and why you were here. So I think it was important for the business residents.

A little about myself. My name is Rocky Randels, for the record, and I live at 308 East Central Boulevard in Cape Canaveral for the past 31 years. And the phone number is (321)784-5694.

And as you know or probably know, Cape Canaveral is a very small community, and the new mayor, which is Bob Hoog, which you've heard from, is doing a good job. And I will comment in a moment on why I'm interested.

Cape Canaveral is a small beachside community. We're a few blocks wide, about a mile long, a little over 10,000 square -- 10,000 people, and about two square miles. So we're pretty small.

I had the privilege of serving as the mayor for the last 18 years and on the city council for 28 years. So my purpose in sharing is because I, like Bob, is we hear from the residents on a first-name basis. Our home phone number is on everybody's wall. You get calls -- I just looked at my record -- I'm no longer mayor, Bob gets the calls now, but in the past two weeks
I've got a pothole in the road, graffiti on a stop sign, low water pressure in the shower, nonworking streetlight, grass needs median cut. And I feel I can pretty well safely speak for the residents in the past few years and that's why I'm here.

The years that I have had the privilege of being in Cape Canaveral, the residents and the business are very, very satisfied with the performance of Florida Power & Light.

Not only, as has been mentioned, the rates are considerably lower, we chat with the visitors -- we're next to the port, the gentleman behind me is from the port and he gets -- he's a big brother. He's got all the cruise ships. But they come in our city, so I get to meet them and I talk with them. And they say, "Why do you live here?" and what the rates are, and on and on. I can explain that our rates are lower today than they were ten years ago by looking at the bills. Not the amount of my usage, but the amount of the rates. They have had four rate reductions in the last four years. Kind of unusual. They're giving back the money that we gave them. And some of the rates and accomplishments, and I'm laboring on this because the current mayor has touched on them --

CHAIRMAN BROWN: Mayor, your time is running

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out. If you could wrap it up.

    MR. RANDELS: I see the red light, and thank
you for letting me be here.

    CHAIRMAN BROWN: Thank you so much.

Commissioners, do you have any questions?

    Thank you, Mayor.

    MR. RANDELS: Thank you.

    CHAIRMAN BROWN: Next customer, please.

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

    MR. DUBEA: Dubea, you got it. Correct.

    MR. KELLY: After Mr. Dubea is Richard
Bartlett.

    MR. DUBEA: Good morning, Madam Chair,
Commissioners. Mr. Wright and Kelly, thank y'all for
allowing us to make these comments. My name is Jim
Dubea. I'm the deputy executive director of Canaveral
Port Authority. As you know, Canaveral Port Authority
is Central Florida's port and just north of Cape
Canaveral.

    Regarding the service being provided by FP&L,
we've always had reliable service during the past years.
We've got significant investments in the infrastructure
and development and often with short notice.

    And I'll give you a pertinent example of two
cruise terminals in the past two years that had to be
constructed within a ten-month time frame, and those were $110 million infrastructure investments within a ten-month span. FP&L was very accommodating in those construction projects. And just those two project alone are -- just pale in comparison to what the overall growth of the Canaveral Port Authority is going through right now. And I don't want to make this a marketing ploy for the Canaveral Port Authority, but we've got some significant growth. We've got over 4.5 million cruise passengers. Future demand is going to demand that we build more infrastructure to support the coming growth in cargo and in cruise passengers. And in doing so, FP&L has been a wonderful partner. They've worked with us very well. They've been very responsive to our needs.

We've recently just purchased about 270 acres on the corner of 524 and 95. Right next to that is a five -- is an FP&L easement that goes right through the middle of the property. We're actually engaged with customers regarding that, and FP&L has been very gracious in accommodating those customers, and those customers are going to bring jobs and employment to Brevard County.

So the FP&L group as a whole, they work very well with us and our future planning and development,
and I just wanted to make that statement. Thank you very much.

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

MR. KELLY: Mr. Dubea --
MR. DUBEA: Yes, sir.

MR. KELLY: -- is the Canaveral Port Authority in favor of the rate increase or did you speak to that? I'm sorry.

MR. DUBEA: I -- you know, I have to be very careful with that. Our counsel has advised us to remain neutral about that, and I have to respect his wishes on that. But we can certainly, you know, support the coming future investments that have to be made in this infrastructure.

MR. KELLY: Thank you, sir.

MR. DUBEA: Thank you.

CHAIRMAN BROWN: Thank you.

And at this time, we are going to take someone out of order. We have a county commissioner from Indian River County who has shown up and would like to speak, Mr. Tim Zorc. Commissioner, thank you for joining us today.

COMMISSIONER ZORC: Yes. Good morning, and thank you for working me so quickly into the schedule.
CHAIRMAN BROWN: That's how we work.

COMMISSIONER ZORC: Hi. Again, I'm Tim Zorc, County Commissioner, District 3. I'm here today speaking individually on issues relating to the District 3 area of Indian River County. It's not a full blanket statement of the full commission; however, I think they would make some similar comments if they were here today.

One thing I can say about Florida Power & Light is being responsive to the constituents of my district. In my last four years, I don't think I've had a single complaint that's been logged with my office regarding any issues with -- regarding with power. They seem to operate a very responsive system when we do have a question or a question that would go to the public affairs or governmental affairs side. They're very quick to respond back to my office and to constituents' offices.

More recently, we've had a, what I'd say is a wonderful agreement we worked out with on the new power plant that's coming up in Okeechobee County. It affected our mutual aid agreement, and we crafted an agreement that works to protect the constituents of Indian River County as it might relate to costs for the mutual aid agreement responses to that plant, along with
emergency services in Okeechobee. So we're very happy
with the way that agreement worked out. And Florida
Power & Light was very responsive to our needs, our
questions. They made a number of additional trips back
to our area in crafting that agreement to where I think
all parties were -- I know I'm personally extremely
happy with the agreement that came out of it.

As regards to a future solar plant, Indian
River County is open for business. We have a lot of
sunshine down there, if anybody needs any, and willing
to export that to any other areas of the state, if
anybody is looking to do solar work down in that area.
And I'm happy to answer any questions that you might
have. But very happy with their service. They've been
doing a lot of hardening of their assets, pole
replacements and things, which will just increase the
reliability of their service.

And one thing that's near and dear to my
heart, we hope that some day all of the ratepayers for
electric in Indian River County can have Florida Power &
Light type rates.

CHAIRMAN BROWN: Thank you, Commissioner.

Commissioners, any questions?

COMMISSIONER ZORC: Yes, that was me at your
other hearings in Tallahassee on that same topic.
CHAIRMAN BROWN: Commissioners, any other questions?

Public Counsel has a question for you.

COMMISSIONER ZORC: Yes, sir.

MR. KELLY: Commissioner Zorc, are you in favor of the increase?

COMMISSIONER ZORC: Well, you're never in favor of an increase. But with what they've done in the past to lower rates, when you continually lower and lower and lower, at some point you have to go back to the upside. It's -- you know, if they hadn't lowered it as much as they had, the increase would not be what it is. So I understand the rate increase and accept it for -- the way it's being presented.

MR. KELLY: Do you understand that the lowering of the rate increase was due to the decrease in the cost of fuel?

COMMISSIONER ZORC: Yes.

MR. KELLY: That had -- FPL had nothing, no control over?

COMMISSIONER ZORC: Well, you can buy high or you can buy low on fuel, and they choose to buy in a way that provided lower cost of rates to the ratepayers.

MR. KELLY: Okay. Thank you for being here.

COMMISSIONER ZORC: Thank you.
CHAIRMAN BROWN: We have a -- Commissioner Graham has a question for you.

COMMISSIONER ZORC: Yes, ma'am. Yes.

COMMISSIONER GRAHAM: Commissioner, I have a question for you. Your district, is it all, in its entirety, inside of Florida Power & Light's rate case -- I mean, service area, or is it split between that and the other utility?

COMMISSIONER ZORC: The other utility. I'm probably -- I'm trying to think -- they do it either in square miles or population. Out of the population in District 3 is roughly 45,000. My guess would be, as rooftop persons, it's probably 80 percent of that. There is a significant commercial district that is, as well as some residential, but a large commercial portion is provided service by another provider.

COMMISSIONER GRAHAM: Okay.

CHAIRMAN BROWN: Thank you.

Any other questions, Commissioners?

Thank you for your testimony.

COMMISSIONER ZORC: Thank you very much.

CHAIRMAN BROWN: Thank you.

And the next customer in order, Mr. Kelly.

MR. KELLY: After Mr. Bartlett is Bryan Bobbitt.
CHAIRMAN BROWN: Good morning.

MR. BARTLETT: Good morning, ladies and gentlemen. Okay. That's working. My name is Richard Bartlett. I live at 3918 Snowy Egret Road, West Melbourne, Florida. I am not in favor of the increase for FPL at this time. They've been able to provide good, clean, safe energy, reliable energy, and still make the profit they've made. Any decrease, you know, any stabilization of the rates has been brought about through such things such as the lower cost of fuel, people using the resource prudently. You know, we're all conscientious of the environment and of using energy wisely.

FPL -- unlike some of the other speakers, I don't consider an 18 to 24 percent increase a small increase. And this leads to customers like myself, I don't represent any major organization or any governmental authority except when it comes to voting for some of these people, so it gives me the impression that they're making quite a bit of money as it is and gives me the impression that just leads to them providing increasing dividends to the shareholders, and which they are entitled. But I don't think as customers we should be, you know, carrying the full weight of that.
FPL, while they're not a company that deals with wind power, I know they've got several projects going on with solar power. They have one plant for Tampa, maybe one for the south at St. Lucie. Sometimes this looks to me like one of the other increases which came about earlier. We were being -- paid for projects that weren't even ready to go yet. They weren't even existing yet. This happened a few years ago.

One of the gentlemen mentioned where it seems like they're an energy company, but they were playing the stock market. So I'd like to hear a little more about that and understand that better and why we should pay for that. They're making a substantial return on their investment, and I think that an increase at this time is not warranted.

As part of their operating costs, they have never mentioned the idea of hardening their electrical grid against something that we've come to know as the EMT, electronic magnetic pulse, either from natural sources or from some outside source. No electrical company in the country has ever dealt with that issue.

As far as the environment is concerned, we want them to continue to be conscious of their plants when they're built, any discharges that go into the environment. Those of us who live in counties, St.
Lucie and so many others, have a problem with the lagoon, want to see that these things are done within the parameters that will preserve the environment and the quality of life that we have in Brevard County.

Thank you.

CHAIRMAN BROWN: Thank you, Mr. Bartlett, for your testimony and for coming out here today.

Commissioners, any questions?

Thank you again.

MR. KELLY: After Mr. Bobbitt is Kim Brown.

MR. BOBBITT: Good morning, everyone. My name is Bryan Bobbitt. I've been a Brevard County resident for about 30 years. My address is 620 Adamson Road, Cocoa, Florida.

If anyone here remembers the hurricanes of '04, I'm sure everyone, you know, remembers the agony of not having power for a few days and it got a little frustrating, and how long it takes for power after a major disaster to be returned. Fast forward to present day. A couple of months ago we had a really bad storm blow through the north part of the county and my apartment complex lost power. My wife and I were sitting there like, "Oh, here we go. It may take a minute."

Less than two, maybe two and a half hours they
had trucks out there, they had cut down the three that
took out the lines, and we had power back on before the
room in the -- or, excuse me, the temperature in the
room had lowered to -- or raised to an uncomfortable
level. The response time to that was absolutely
amazing, very satisfying as a customer. And in my
opinion, you know, to get that higher standard of
quality, sometimes you're going to incur a cost. And if
it stays to that quality, that's a cost I'd be willing
to pay, so.

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

Commissioners, any questions?

I think Public Counsel has one.

MR. KELLY: Mr. Bobbitt, you're with an
organization, Keep Brevard Beautiful?

MR. BOBBITT: Yes, sir.

MR. KELLY: Is that a non-profit?

MR. BOBBITT: Yes, sir.

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

MR. BOBBITT: Yes, they do.

MR. KELLY: Thank you, sir.

MR. BOBBITT: You're welcome.
CHAIRMAN BROWN: Thank you.

Kim Brown.

MR. KELLY: After Ms. Brown is Jeff Mark.

MS. BROWN: Thank you very much. My name is Kim Brown. No relation. Thank you.

CHAIRMAN BROWN: But I do have a sister-in-law named Kim Brown.

MS. BROWN: Oh, there are a few of us. I am an owner of an electrical contracting business named Boys Electrical Contractors. I'm also a resident, and I'm also just an individual who is concerned about our community. I serve on a few boards of the charitable organizations in our town. To name a few, our zoo, who I'm very passionate about and is very involved in conservation. I'm involved in, you know, EEC, United Way, Junior Achievement, and a variety of things. And let me just compliment Florida Power & Light highly for their high levels of engagement in our community. I can't speak enough to the -- to what they do in terms of funding, in terms of just time and effort and support. It crosses over all sectors. And so I'm very, very complimentary and high on those levels.

As far as my work goes, my office is in Melbourne, 110 East Drive, to give you the specifics. We are electrical contractors and one of the largest
ones in the county in terms of constructing of large projects. We've been very active at our Melbourne airport and building the expansion efforts of Embraer and even to Northrop Grumman and Rockwell Collins and all that are surrounding, and I found FP&L to be extremely responsive. And these are challenging projects; they're big, they're fast, they create a lot of demand on resources from everyone. And I've always found that even if we hit a roadblock, we always have a path to get through and get responses that we require in order to keep producing what we need to do, and so I want to compliment them on those efforts.

I will say that I think their resources are stretched very thin, and I do support the increase in terms of, you know, it's not a significant amount when you consider the spectrum of all things. But I do feel like their resources are stretched very thin in the development and construction division, and I feel like they maybe should be reassessing their budgets overall and the usage of this rate increase maybe to benefit more of the things that we do demand out of them, which does extend into the conservation side.

The hardening of our community has been really spectacular. I live in Cocoa Beach. I live in an unincorporated area of Cocoa Beach. I see what they did
for hardening. I've seen our town make an effort to
take over the utility themself and self-direct. I
wasn't a proponent of that. I'm so glad that they
didn't do that and FP&L was given a chance to prove what
they could do in our community.

   My power is all aboveground. I am concerned
that we aren't underground utilities in my neighborhood.
But I learned from my neighbor just today that through
the '04 storms, my neighborhood, who I am fairly new to,
did not lose power. And so I want to compliment them on
that.

   And just a last and funny story, I would say
that I was telling a colleague in a leadership
enterprise I've been involved in who does have
connections to FPL and, yes, I was asked if I wouldn't
mind talking today --

   CHAIRMAN BROWN: Your time is up.

   MS. BROWN: Okay. I won't tell my funny
story. Thank you very much, unless you have a question.

   CHAIRMAN BROWN: Unless a Commissioner wants
to hear the funny story. Thank you for your testimony.

   MS. BROWN: Okay. Thank you.

   MR. KELLY: Ms. Brown, just -- you're with
Boys Electrical Contractors?

   MS. BROWN: Yes, sir.
MR. KELLY: And that company does business with Florida Power & Light?

MS. BROWN: Yes, we do.

MR. KELLY: Thank you very much.

MS. BROWN: You're welcome.

CHAIRMAN BROWN: Next customer, please.

MR. KELLY: After Mr. Mark is Anne Conroy Batter. Mr. Mark?

MR. MARK: I'm going to pass.

MR. KELLY: After Ms. Batter is Ryan Rogers.

CHAIRMAN BROWN: Good morning.

MS. BATTER: Good morning. My name is Anne Conroy Batter, and I'm at 73 June Drive in Cocoa Beach. I'm here as a private citizen this morning. I'm relatively new to Florida, only here for two years come this July. And when we moved here, I was very curious as to what my power bills would be. And I was pleasantly surprised with the online tools. I can speak, you know, where the counsel mentioned where it's required that you meet certain -- FPL meet certain service levels and quality levels -- I've lived in western New York; and Portland, Oregon; and Washington, D.C.; and Boston; and what I can tell you is in my personal experience, the service and quality has been without a doubt the best I've lived with.
The online tools make managing my household much easier. I regularly use the online dashboard to -- now that I've been in my residence for two years, I compare what I'm using today versus what I'm using last year, and I use it as a tool against my three teenagers so that they also are very aware that energy is not free, that it is a responsibility to use it, well, with responsibility. And I enjoy every interaction I have with FPL. So thank you very much. I support the increase. And, yes, I was asked to be here. Thank you.

CHAIRMAN BROWN: Thank you, Ms. Batter.

Commissioners, any questions?

MR. KELLY: You said you were here in your individual capacity?

MS. BATTER: Yes.

MR. KELLY: Do you work somewhere?

MS. BATTER: Yeah, I do. Junior Achievement of the Space Coast.

MR. KELLY: Is that a non-profit?

MS. BATTER: Yes, it is.

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

MS. BATTER: Yeah, absolutely. And since you asked, they are an amazing philanthropic organization
within Brevard.

CHAIRMAN BROWN: Thank you, Ms. Batter.

MS. BATTER: Thank you.

CHAIRMAN BROWN: Next customer, please.

MR. KELLY: After Mr. Rogers is David Spain.

MR. ROGERS: Good morning. I'm Ryan Rogers, vice president and CFO of Brevard Achievement Center, which is a not-for-profit in Rockledge, and we serve persons with disabilities. Our address is 1845 Cogswell Street.

My comments aren't directly related to the decision on the rate change, but really just to express our thanks and appreciation to FPL as a very happy customer. Over the years, they've been a strong supporter to our mission and organization, and we very much value that.

I also wanted to give an example where they came in and helped us with an energy survey, which led to the replacing of most of the lighting fixtures in our organization, and also with their help on a rebate, we were able to do that at pretty much a no-cost effort. So that was a great outcome on that. And overall just appreciation and thanks to FPL for all they've done for us and the community.

CHAIRMAN BROWN: Thank you.
Commissioners, any questions?

Public Counsel does.

MR. KELLY: Mr. Rogers, the Brevard Achievement Center is a non-profit?

MR. ROGERS: Yes.

MR. KELLY: And Florida Power & Light contributes money directly or indirectly to that organization?

MR. ROGERS: Yes, they have supported us.

MR. KELLY: Thank you, sir.

After Mr. Spain, Brenda Fettrow.

CHAIRMAN BROWN: Good morning.

MR. SPAIN: Good morning. My name is Dave Spain. I own and operate the Comfort Inn & Suites in Cocoa Beach, Florida. I've been there since May 20th, 1972. I can tell you that when I took the property over, it was in pretty bad shape. It took me a few years, as capital was available, to get it back in shape. During that time, we had lots of issues with power, not that I could say they were all related to Florida Power & Light, but they were issues.

In 1989, I added a 50-suite addition. Then again in 2001, I added another 40. I ended up with three separate power feeds with multiple transformers and line breakers, and over the years these started to
cause issues with blown line fuses and power outages at
the most inopportune times.

   About six years or seven years ago, on
July 4th, Saturday, one of the best days for July 4th to
be on, we had a power outage at dead noon. And my lobby
was full with people walking out -- you know, people
lined out the door. The surf shop and hotel and
restaurant complex nextdoor must have had, I don't know,
1,000 people in there at the time. It was ugly. And,
you know, it was a line behind the street -- on the
street behind us that we were being fed off of that had
come down. It took about three hours. They got it back
up. They responded very, very quickly.

   But at that point, the owner nextdoor and I
got together, called the FPL rep and asked for a
meeting. They came out. We stated the issues. We
talked about our problems with them. He promised that
he would work on it and get back to us. In a matter of
weeks, he got back saying that "This is what we think we
can do to improve that problem and resolve that
problem."

   They had their engineers come out multiple
times, they came up with a solution, and over the course
of several months they actually got it fixed.
Unfortunately for me it didn't fix all of my problems
because I had two other feeds coming off another street. And when the outages continued there, they came back in, looked at it, said, "Okay. We can do this," came up with a solution. Several months later they were able to implement it. And after that, you know, really no problems until about, oh, three days ago after I had thought about my comments for today, we had another kind of a brownout in one of my buildings. And because of these wonderful new meters that a lot of people don't like, when we called in, they logged onto that meter, they looked at it. They said, "Oh, we know what -- we've got a problem." They sent a guy out, and in 30 minutes, 30 minutes, unheard of in the past, they had it going. So we really appreciate what they've done.

CHAIRMAN BROWN: Thank you, Mr. Spain.

Commissioners, any questions?

Public Counsel has a question.

MR. KELLY: Mr. Spain, are you or the Comfort Inn in favor of the rate increase?

MR. SPAIN: You know, my bill last year was $122,000. Anything we can do to pay less, I'm for. But I got to tell you, we need dependable power. They have produced it. And if it takes a rate increase to continue hardening our system like they've done in Cocoa Beach, I'm all for it. They've done a marvelous job in
Cocoa Beach in the last five years.

MR. KELLY: If your rates are increased, if your electric bill is increased, do you pass those costs on to your customers in the form of higher room rates?

MR. SPAIN: You would like -- you're beginning to sound like the cable guy. You know, "All you have to do is just add it in." That's not the way it works with us. In our business, it's supply and demand, and it depends on what the demand is at the time. Certainly you would like to think that you can do that, but I can't take any one of my costs and attribute it and pass it on. It's all about supply and demand.

We manage our rates daily, and sometimes multiple times in a day we're changing rates going down, you know, because we -- you know, you're trying to achieve the maximum occupancy you can. And, you know, being able to pass charges on is not something that we could do on a regular basis.

CHAIRMAN BROWN: Thank you, Mr. Spain.

MR. KELLY: Thank you.

MR. SPAIN: Thank you.

CHAIRMAN BROWN: Next customer, please.

MR. KELLY: After Ms. Fettrow is William Chivers.

MS. FETTROW: Madam Chairwoman, Commissioners,
Public Counsel, good morning.

CHAIRMAN BROWN: Good morning.

MS. FETTROW: Thank you so much for allowing me to speak today. I'm Brenda Fettrow. I'm at 6745 Hartford Road, Cocoa, Florida, and I have lived in this county for 35-plus years. So, yes, I'm a customer of Florida Power & Light for some time.

I came today to speak to the quality issue, so I'd like to give you several specific examples of the quality of services provided by FPL.

As a former campus president at Eastern Florida State College, when hurricanes approached, we served as a shelter. So I saw firsthand how quickly and efficiently FPL acted. They quickly engaged personnel to get services back online and to restore power. Since that time, I have seen the hurricane hardening efforts, which I applaud. With such a long county so close to the beach, a direct hit would be devastating. So for FPL to work tirelessly to prepare things before the storm is great for the citizens and great for businesses.

More recently, as a former city manager and in our city's EOC, when a storm approached, I worked side by side with personnel to direct actions taken by the cities, the county, and FPL to mitigate the effects of
the storm, but more importantly to take action very quickly as soon as it was safe. I found the response to be extremely good.

And lastly, on a more personal note, as a runner who's -- every morning, so we all need to have our activity -- who sometimes runs in the dark in the morning, every time I submitted via the online mechanism that a streetlight was out, FPL responded very quickly and usually the light was fixed within 48 hours or less. I truly appreciate that quick response so I can feel safe while running.

Also on my street they have trimmed trees away from the power lines and prepared the streets for a storm. In effect, trying to prevent power outages.

So in closing, I cannot speak to whether or not a rate increase is necessary. You have financial analysts and others much smarter than me who will run the models and show you whether it is needed and is reasonable. What I can speak to is the very efficient and speedy response that I have gotten over many, many years and in several different capacities as a business professional and personally. So I have very high regard for the services provided by Florida Power & Light.

CHAIRMAN BROWN: Thank you.

MS. FETTROW: Thank you so much.
CHAIRMAN BROWN: Thank you for your testimony.
Commissioners, any questions?

MR. KELLY: Good morning, Ms. Fettrow.

MS. FETTROW: Good morning.

MR. KELLY: You're with the Central Florida YMCA?

MS. FETTROW: I am, sir, thus the running every day.

MR. KELLY: And that's a non-profit?

MS. FETTROW: It is, sir.

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

MS. FETTROW: Yes, sir, they do.

MR. KELLY: Thank you very much.

MS. FETTROW: Thank you. Have a great day.

CHAIRMAN BROWN: Thank you for your testimony.

Next customer, please.

MR. KELLY: After Mr. Chivers is Bob McPartlan.

MR. CHIVERS: Madam Chair.

CHAIRMAN BROWN: Good morning.

MR. CHIVERS: Good morning, Madam Chair, fellow Commissioners. My name is William Chivers. I reside at 3735 Chiara Drive in Titusville. But I'm here
today to represent Rush Construction as their president. We're a business located at 6285 Vector Space Boulevard in Titusville, (321)267-8100. Our firm is a 32-year-old employee-owned for-profit small business. We're a general contractor, and in recent years the design/build aspect of our business has increased significantly. As such, our interfacing with utility providers has increased as well. That interface is why I'm here today.

As a lifelong resident of Central and North Brevard, I've witnessed numerous ups and downs in our economy. The North Brevard area specifically where I live has been particularly affected by a stagnant economy primarily due to a heavy reliance on the space program.

The good news is that our economy is -- in our area is finally showing some signs of life and diversity, and recently our firm has had the pleasure of being involved in a number of significant projects in the North Brevard area. These projects include a manufacturing facility, a large medical office building, and a new large-scale microbrewery, just to name a few. All these projects involve bringing much-needed jobs to our area, and they all have one thing in common: They all need power and they all need it delivered on time in
order for us to complete these projects for our clients to begin operations.

    I'm happy to report that on all of these projects and others, FP&L has partnered with us and has been of great assistance to make sure that we've received or will be receiving their services when needed. This is very important to us because the quality of service and cooperation that we receive from Florida Power & Light is not indicative of our experience with other service providers. In fact, several years ago we were involved in an important medical project in North Brevard that ultimately got delayed by several months because another utility service provider did not meet their commitment and did not deliver their service on time. They were also very expensive. Now that there's an increase in the economic activity in our area, timely completion of these projects is very important to us as it fuels the local economy in the way of jobs, and these jobs in return represent investment back into our local economy and our local small businesses.

    It's not often that you're approached at a business or social function by a representative from the service provider and asked, "How are we doing?" and "Are we providing you with the needed services and support?"
But that's been my recent experience with FP&L. So the quality of service that we've experienced from FP&L has been terrific and extends beyond just getting power to our buildings. It's impacted our economy, it's bringing much-needed jobs, and it's contributing to our overall quality of life in North Brevard.

In summary, you get what you pay for. And I'd like to commend FP&L for their spirit of cooperation and their quality of service on significant projects that are positively impacting my community. Thank you.

CHAIRMAN BROWN: Thank you, Mr. Chivers.

Commissioners, any questions?

Mr. Kelly does.

MR. KELLY: Good morning, Mr. Chivers.

MR. CHIVERS: Good morning.

MR. KELLY: Good morning. Did you say -- is Rush Construction in favor, it supports the rate increase?

MR. CHIVERS: Well, I didn't say we were in favor of a rate increase. I didn't say we're not in favor of the rate increase. I'm here to basically say, though, we receive a tremendous quality of service from FP&L. And like the previous speaker, I don't know all the numbers, but we're a for-profit business as well, and the quality we receive from them has been
incredible.

MR. KELLY: Were you asked to come speak today?

MR. CHIVERS: Indirectly. I was actually commenting to a service representative from FP&L on the comments that I provided you, and he goes, "Would you mind sharing those at a meeting that's coming up?" And I said, "I'll be glad to do so."

MR. KELLY: Thank you, sir. Thanks for being here.

CHAIRMAN BROWN: Thank you.

Next customer.

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

MAYOR McPARTLAN: Mr. Kelly, I give you my time back. I snuck in a little earlier.

MR. KELLY: Sorry about that.

After Mr. Buechler will be Sharon Linx (sic).

MS. LUX: Lux.

MR. KELLY: Lux. I'm sorry.

MR. BUECHLER: I have an exhibit for you and the Commissioners.

SPEAKER: Mr. Kelly, what number --

CHAIRMAN BROWN: That's Exhibit 8.

SPEAKER: No, no, no. What number --
MR. KELLY: We're on -- I'm sorry -- we're on speaker number 16.

SPEAKER: Okay. Mine is still coming up. I went -- I had to go to the restroom and I wasn't sure if I was passed over.

CHAIRMAN BROWN: Sir, you have an exhibit. Did you make copies for all of the Commissioners?

MR. BUECHLER: Yes, I did.

CHAIRMAN BROWN: Thank you. Mr. Kelly, can you, please -- I think they were handing --

MR. KELLY: I gave it.

CHAIRMAN BROWN: Thank you.

(Exhibit 8 marked for identification.)

MR. BUECHLER: While the exhibit is being distributed, I just wanted to address -- my name is Jerry Buechler, for the record, and I live at 1719 Southwest Leafy Road in Port St. Lucie.

CHAIRMAN BROWN: Okay. Thank you.

MR. BUECHLER: Sure. And just before we -- I address the exhibit, I just want to address a few things. The rate increase asked for is $1.3 billion. FP&L has 4.8 million accounts. If you divide that out, that comes to $23 per month or $275 per year. That's not just a few dollars. That's big money for 60 percent of our population who are having a hard time just paying
their rent each month. So I would keep that in mind.

As far as the -- this is called a truly scary story and it's called our planet. When we put profit above our planet, we're endangering all of us, especially our posterity, our grandchildren. These are real numbers. I just pulled it off, yesterday off the internet. Mauna Loa is in Hawaii, so it's not affected by construction or by industrial activities. Right now we're at 407.7 parts per million of carbon dioxide in our atmosphere. Scientists consider 350 safe. We passed that point in 1987. The increase from 1987 for the next 20 years was less than two parts per million, 1.8. Right now the increase in carbon dioxide per year from last year is 3.76 parts per million.

The hottest year on record was 2013. The next hottest year that beat that was 2014, and 2015 beat 2014. And 2016 will definitely beat 2015 just based on this 3.67 -- .76 parts per million.

There's another factor that the International Panel on Climate Science doesn't even factor in. That's called methane. The new satellite surveillances show that at fracking sites the methane released is so great that it actually negates the cleaner burning of natural gas. And the problem is methane in the first ten years is 84 times more powerful as a heat trapping gas than --
and for the next 90 years it stays in the atmosphere and
is 23 to 24 times more powerful as a heat trapping gas
than carbon dioxide.

    Now our carbon dioxide since preindustrial
times is 280 parts per million. It's increased less
than 50 percent. But methane has more than doubled,
almost tripled in our atmosphere, and this is not even
calculated into the factors of where our planet is
heading.

    But just looking at carbon dioxide, on our
present trajectory, and I brought the number down
considering more and more are going to cleaner energy,
3 parts per million increase. We'll be at 509.7 parts
per million by the year 2050. That's totally
unsustainable. The planet has never been at that level.
Two to five --

    CHAIRMAN BROWN: You have about 30 seconds.

    MR. BUECHLER: Two to five years ago in the
Pliocene Age, scientists, from studies, they said that
we've been -- we were between 350, maybe as high as 440
parts per million, but they think it was more between
305 and 405 parts per million, and right now we're
beyond that and we just keep going. This will all take
time, but the result will be the Arctic will be free, it
will now not be white and reflective, it will be black
and absorbing heat. Our glacier is melting faster, fresh water --

CHAIRMAN BROWN: Thank you. Mr. Buechler, two questions. Can you please spell your last name?

MR. BUECHLER: B-u-e-c-h-l-e-r.

CHAIRMAN BROWN: The exhibit that you passed out will be labeled as Exhibit 8. And can you please tell me where you get the facts in the beginning portion of the paper?

MR. BUECHLER: You can just Google 2016 CO2 levels, and it's from NOAA, yeah.

CHAIRMAN BROWN: Okay. Commissioners, any other questions?

Commissioner Brisé.

COMMISSIONER BRISÉ: Quick question. Your objection to the rate increase is due to the magnitude of the increase or simply the fact that there's a request for an increase?

MR. BUECHLER: Well, we have a company making 1.65 billion in profit already, okay, and, you know, they're able to give millions supporting Amendment 1, which is really against solar in my opinion, and I have an exhibit from yesterday on that. And we need to -- you know, this company needs to invest -- I'm looking at building zero energy homes. I'd love to sit down with...
FPL. I can show them how to build whole communities where there's no fossil fuel used at all. It's using Fox Blocks, which are styrofoam blocks with all the conduits built in. It's much quicker. It's much cheaper. They will stand 220-mile-an-hour hurricane winds because they have a concrete roof. You put a metal roof on top of that with solar panels.

There's a new type of AC heating called Coolorado, it's Colorado with two O's, and it doesn't use refrigerants. It doesn't use a compressor. It's more than 80 percent cheaper as far as electrical draw. The technology is there --

COMMISSIONER BRISÉ: Sure. So your objection --

MR. BUECHLER: -- to save our world, but we're not doing it.

COMMISSIONER BRISÉ: So your objection, if the increase that we're -- that they're asking for was pursuing that type of technology, you would be okay with it?

MR. BUECHLER: If it would be pursuing efficiencies and getting off fossil fuels, yes.

CHAIRMAN BROWN: Thank you, Mr. Buechler. Thanks for showing up again today.

Next customer, please.
MR. KELLY: After Ms. Lux is John Chandler.

CHAIRMAN BROWN: Hello.

MS. LUX: Good morning. I'm short. I'm short. Sorry. My name is Sharon Lux, and I live at 14188 Cisne Circle, Fort Pierce, Florida -- so I made the ride up here -- 34951.

The reason I'm here is because I'm not representing FP&L. I'm representing 1200-plus residents in an adult community. All of these people that live in my community, Spanish Lakes Fairways right off of 95, most of them live on social security or modest pensions, and $15- to $23-a-month increase is a devastating amount.

All these people, including some mayors, saying, "Oh, if it's just a tiny amount." A tiny amount when you're getting $800 a month or $400 a month, you know, this is outrageous. How in God's name can a company -- everybody -- all these people come up here and say, "Oh, they're so great. They provide great service." That's their job. That's part of their business model. They are making all this money and profiting. They're doing what they're supposed to be doing. They're providing the service that they're getting very well paid for. For them to come forward and expect every citizen in this state of Florida,
especially the senior citizen community, to take a rate increase like this, this is absolutely ridiculous. Why are we even having these hearings? This is just obscene, especially over the fact that there are no longer any energy-efficient programs. That got gutted. There's no more solar rebates. That got gutted. You know, since 2015, all those consumer advocacy programs are gone thanks to FP&L and the PSC Commission. So right now I am not happy over the fact that they could even be having the gall to ask for more money. Thank you.

CHAIRMAN BROWN: Thank you, Ms. Lux.

Question. The name of your retirement community, can you repeat that?

MS. LUX: Spanish Lakes Fairways.

CHAIRMAN BROWN: Are you the association president or --

MS. LUX: No, ma'am. I'm just a resident there that I have a lot of neighbors that are trying to make ends meet and pay for prescription drugs and pay their utility bill. Another $15 is unacceptable.

CHAIRMAN BROWN: All right. Thank you very much.

Commissioners, any other questions?

Thank you.
MR. KELLY: Hello. My name is John Chandler. I live at 4177 Millstone Drive, Melbourne, Florida. I have -- my zip code is 32940. I've been a resident of Melbourne since 1989. I am here to speak for a couple of reasons. I want to make a couple of points.

The first point that I would like to make is my family and I have really -- appreciate the reliability of the electrical service we've had here in Melbourne. Those of us that went through the hurricanes in 2004 know how hard it is to live without power, and every day it gets tougher. The hurricanes get larger. And we haven't had one here in a number of years, so the planning for the next few years, possible hurricanes, tornadoes, I'm sure is a big part of where this rate increase is going to go to strengthen the grid system. I think it's extremely important.

But here's the real point that I want to make. The world that we live in is changing day by day, and we're under more attack every day from cyber terrorists and terrorists on the ground. People haven't made this point, but -- and if I had made this point a couple of years ago, people probably would have said, "Oh, you're being overdramatic." But what I would say to you is Florida Power & Light is responsible for protecting our
entire grid system and keeping that online. And I promise you, I don't know what that costs, but I'm sure it's very expensive to do that. And they're having to do this on the entire system around the state, so it costs money. The price of progress is expensive.

And we talk about rates for 2017. We don't even know what we're going to be dealing with, what they're going to be dealing with in the coming years. So, you know, this is the one chance to get enough money in there and let's get the system protected because it's important to all of us. You can't live without power.

And I do want to say I'm director of business development for a company called Valmont. Valmont does do business with Florida Power & Light. Our company received a notice about this hearing. My daughter-in-law also works in this building and sent me a notice about this hearing. It was simply my decision to come here and speak.

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

Commissioners, any questions?

Mr. Kelly has a question for you.

MR. KELLY: Could you spell the name of your company, please, sir?

MR. CHANDLER: Valmont, V-a-l-m-o-n-t.
MR. KELLY: Thank you.

CHAIRMAN BROWN: Thank you.

Next customer, please.

MR. KELLY: After Mr. Herrick is Arthur -- is it Hoelke?

CHAIRMAN BROWN: Good morning.

MR. HERRICK: Good morning. My name is Howard Herrick, and I'm a retired Navy veteran. I live in Palm Bay.

For FP&L to want an increase this year or for the next couple of years -- military and the veterans did not get any pay raise because the government said the economy is too bad. Social security recipients did not get any increase because the economy is too bad. They want to increase the customer service charge, which is to have an account with FP&L, by $2 a month. Right now they're getting almost $8 a month for the same thing. That's over a 25 percent increase just in that one charge. That doesn't count how much extra they're going to charge for the electricity that they sell. That's just for them to sell us electricity. They want us to pay an extra $2 a month, which is $10 million a month based on their having almost 5 million customers. They're already getting $40 million a month in what they're charging now.
Second item, the storm adjustment charge. I am confused as to why this is going up and down like a yo-yo. They put out the information that they're changing it and it's per approval of this Commission. It's gone from 98 cents to $2.50, down to 42 cents up to $1.40. It's changed four times in the past 12 months. There's got to be some reason for all these changes if -- you know, they ought to have a set amount, a dollar, whatever they want to set it up as, and maybe an adjustment if there's been a storm. There's been no storms, hurricanes for eight years at least. We've had a few, you know, heavy tropical storms come through, and I can see, you know, wanting to use some of that money for that part.

CHAIRMAN BROWN: You have about 30 seconds left.

MR. HERRICK: But, you know, why is this storm adjustment charge bouncing up and down every three or four months with a change? And as I say, the main thing on the $2 a month for customer service, that's $10 million extra they want us to pay so that we can buy electricity from them.

CHAIRMAN BROWN: Thank you so much for your testimony.

Two things, thank you for your service --
MR. HERRICK: Thank you.

CHAIRMAN BROWN: -- to our country. And there are customer service representatives from Florida Power & Light that can help explain some of your questions, and I'm sure they'll come find you in the back of the room.

Commissioners, any other questions?

Thank you again.

MR. KELLY: After Mr. Hoelke is Victoria Northrup.

MR. HOELKE: Welcome. Thank you for having us here. I'm Arthur Hoelke with Knights Armament Company. I'm the general manager, vice president of that organization. We employ around 270 employees. And when I got to meet my new representative, Ron Cummings, from FP&L, he said, "I have some bad news for you." And basically the first time I got to meet him, he handed me a piece of paper saying, "Your rates are going to go up 25 percent." At what we already pay in a monthly fee -- when we first started there ten years ago, our rates were around $60,000 a month. You know, we did a lot of infrastructure, changing out our lights, all ourself, not through FP&L, and our rates were hovering around $32- to $35,000 a month. So when you look at those fees, you're looking at a yearly increase of almost
$60,000 a year for our company.

We continue to try to streamline and to try to compete in our government contracts. Our government contracts are five-year IDIQ contracts, which the government will only allow us about 2.5 increase per year. So I have firm fixed price contracts. And with this 25 percent increase, there's no way to even absorb this cost.

We recently also met with the Space -- Space Port Industrial Park with Astrotech, Precision Safe, TI-CO Airport, Renzetti, Genesis, and each one of us had to get together to try to decide what are we going to do as businesses to stay in business? Because this is not the only increase. We also have a worker's comp increase that we're looking at 17 percent increase on top of that. So if we're going to be able to pay our employees, somehow we need FP&L to consider what are you all going to do to try to streamline and make more consistent increases. I understand the cost of doing business, but not at 25 percent.

So what are the options? I believe options should really be looked at, whether there are other options for us as businesses to buy our own power or set up our own generation plants in our facility. Here again, we're a good corporate citizen. We allow FP&L,
even during hurricane times, to park their vehicles and all at our complex because we do have 600,000 square feet of facility there and 454 acres. So we share that with our entire community and try to make sure we have a good partner relationship.

Customer service, yes, is excellent. There's no argument there. But in this case, at throwing a 25 percent increase, it throws customer service out the window because now we're looking at what are we going to do as a business. So there's a lot more to say, but in three minutes' time, it's very difficult to go ahead and say that. So with the other businesses within the Space Port Park, we're going to continue to go ahead and write our comments, and we'll go ahead and submit them formally to where you can see as businesses, what are we going to do to stay in business. Thank you.

CHAIRMAN BROWN: Thank you so much. I appreciate that.

Commissioners, any questions for Mr. Hoelke?

Thank you again.

MR. KELLY: After Ms. Northrup is Kathy Musselman.

MS. NORTHRUP: Good morning, Commissioners.

Victoria Northrup. I'm a business consultant at 2263 West New Haven, Melbourne, Florida. I am here on
Having lived in multiple states in the United States, FP&L has emerged as one of the most progressive, customer service friendly, affordable, and reputable utility companies in the United States, and I've dealt with quite a few of them throughout the U.S. We've relied on their expertise, quick response, affordable rates all of these years.

All organizations require increases in prices to continue to provide essential utility services, especially to a population that's affected by the frequent storms that we have here in Florida. I support FP&L's rate increase. I do not view it as excessive, considering their plans to replace older, inefficient, and deteriorating infrastructure. And if we're paying less today than we were paying ten years ago, please, I think this is a very easy decision to make. Thank you very much.

CHAIRMAN BROWN: Thank you so much for your testimony.

Commissioners, any questions?

Mr. Kelly has a question for you.

MS. NORTHRUP: Yes, sir.

MR. KELLY: Good morning, Ms. Northrup.

Excuse me. Thank you for being here today.
You're with Northrup Consulting?

**MS. NORTHRUP:** Yes.

**MR. KELLY:** Do you -- does your company do business directly or indirectly with Florida Power & Light?

**MS. NORTHRUP:** No.

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

**CHAIRMAN BROWN:** Thank you.

Next customer, please.

**MR. KELLY:** After Ms. Musselman is Matthew Tove.

**MS. MUSSELMAN:** Good morning, Chairman and council members, Commissioner members. My name is Cathy Musselman, and I'm a resident of North Brevard residing at 7315 North Cocoa Boulevard, Port St. John 32927. I'm also the executive director of the Greater Titusville Renaissance, a non-profit organization which has an office in Titusville.

I'm speaking as a citizen of Brevard County this morning. I personally am a strong proponent for clean energy and protecting our environment. In my research, FPL carbon emission rates are one of the lowest in the country. I like the fact that FPL is working towards upgrading their power plants to natural gas, such as the one located in Port St. John. This
will create cleaner and more efficient energy.

Not only is FPL providing the most reliable utility services to our community, but they are also supporting our community in many ways. The company and its employees are involved in community projects. I've had the pleasure to include in my volunteer leadership FPL staff members. FPL has also supported our endeavors for improving the quality of life in North Brevard through their financial support of our programs, and we are grateful.

Although it's against my nature to want to pay more for anything, as a businessperson I understand that in order to maintain quality service and equipment, rate increases are sometimes a necessity. Therefore, I support what FPL is proposing in their four-year plan in order for us to continue to receive clean and efficient energy and quality service at a reasonable cost. We need to support this plan.

CHAIRMAN BROWN: Thank you for your testimony.

Commissioners, any questions?

Mr. Kelly does have a question for you.

MR. KELLY: Good morning, Ms. Musselman.

MS. MUSSELMAN: Good morning.

MR. KELLY: Does the Greater Titusville Renaissance support the request, or were you speaking
Does Florida Power & Light contribute financially directly or indirectly to your organization?

MS. MUSSELMAN: Yes, they do.

MR. KELLY: All right. And were you asked to come speak today?

MS. MUSSELMAN: I was asked, yes.

MR. KELLY: Thank you very much.

MS. MUSSELMAN: Thank you.

CHAIRMAN BROWN: Thank you. We have right now -- we're at number 25, and we have about 50 customers signed up to speak. So I'd like to get this swiftly moved along. I know Public Counsel has the right to cross-examine, as do the Commissioners, but I'd ask that we please move forward swiftly to allow everyone to speak. Thank you.

MR. TOVE: Good morning, Madam Chair, Commissioners. My name is Matthew Tove. I'm a private citizen here. I reside at 905 North Harbor City Boulevard, 32935, in Melbourne.

I'm here to provide some anecdotal perspective and hopefully a thought-provoking counterpoint to some of the testimony this morning. I'm a very relative...
newcomer to Melbourne. I moved here from the Virgin Islands, the U.S. Virgin Islands, where on the Island of St. Croix I lived and worked. And I want to congratulate FPL on the job that they do. Quite frankly, if I had a hat, I'd take it off. I don't know how they do what they do for the rates that they do it.

The antiquated and mismanaged utility in the U.S. Virgin Islands territory is known as WAPA. We were paying 44 cents per kilowatt hour on a commercial rate and 42 cents per kilowatt hour residentially. One of my hats that I wore on the island was a commercial property manager where I managed a shopping center, 65,000 square feet. Our anchor store was a 25,000 square foot grocery store that was paying $80,000 a month for their electric bill.

My personal house as a resident on the island of St. Croix, I never had more than two lights on at any given time at night, I had a ceiling fan on, and I was paying $200. One has -- one only has to look to the U.S. territory of the Virgin Islands to see what happens when a mismanaged utility with out-of-control rates will drive a community into a downward spiral. Businesses are closing. There is a brain drain from the islands right now because no one can sustain living there unless they're very affluent. So I'm here to really
congratulate FPL and -- because familiarity breeds contempt. We often take for granted what's right in front of us. And I don't know how they do the rates that they have. So that's my comment. Thank you.

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

MR. KELLY: Mr. Tove, you're with Reaching for Relevance?

MR. TOVE: Correct.

MR. KELLY: Is that a non-profit?

MR. TOVE: No. It's a for -- it's a consulting business, and I provide consultation to one of the advertising agencies here in Melbourne.

MR. KELLY: And does that -- do they work directly or indirectly with Florida Power & Light?

MR. TOVE: No connection whatsoever.

MR. KELLY: Thank you.

CHAIRMAN BROWN: Next customer, please.

MR. KELLY: After Mr. Dutton is Billy Specht.

CHAIRMAN BROWN: Good morning.

MR. DUTTON: Good morning, Commissioners. My name is Anthony Dutton, and I reside at 964 Wimbledon Drive in Melbourne, Florida. I am a customer of FPL. I'm appearing here this morning on my own behalf and only for myself.
I urge you to deny the proposed FPL rate increase as it now stands. Instead, in granting any increase, please require FPL to devote a substantial portion of the new monies to renewable energy. According to this month's edition of Energy News, FPL's monthly customer bill insert, FPL still draws at least 68 percent of its power from natural gas and another 4 percent from coal, but less than 1 percent from solar. In fact, a few months ago in another Energy News, FPL reported that just one-tenth of 1 percent of its electricity is generated from solar power. 99.9 percent of its electricity comes from fossil fuels or nuclear. And its president and CEO, Eric Silagy, was recently quoted in Florida Today newspaper as saying, quote, we have about 3,000 customers out of about 4.8 million who have put solar on their roofs. Just 3,000 out of 4.8 million. FPL is now seeking, over the next several years, a huge increase to its customers, but only a small portion of that new customer charges is intended to go toward any renewable energy facilities. Just three modest solar facilities in Southwest Florida.

FPL has not demonstrated any real interest in developing renewable energy, whether it be solar, wind, or water. In fact, it has already spent substantially more than $3 million of its customers' money trying to
avoid the use of renewable energy by defeating the Solar Choice amendment and in advocating for this year's proposed Amendment 1 to the Florida Constitution. That November amendment, as you know, is intended to make it more difficult for third parties to provide solar power in Florida. Florida is known as the Sunshine State, but the facts speak for themselves. FPL does not use solar power. FPL does not encourage its customers to use solar power.

CHAIRMAN BROWN: You have about 30 seconds left.

MR. DUTTON: And it spends large amounts of its customers' money to prevent them from purchasing solar power from anyone else. I urge you, therefore, do not approve the current requested customer price increase until FPL commits real money and effort to expanding renewable solar energy and stop spending huge amounts of its customers' hard-earned dollars trying to defeat the use of solar power. I thank you.

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

MR. KELLY: After Mr. Specht is Reverend David Rosenbaum.

MR. SPECHT: Good morning. My name is Billy Specht. I'm a resident of Titusville, Florida, 3230
South Casper Place. And I have a second residence in Cape Canaveral, so I'm a customer twice with FPL.

I can't speak to why a rate increase is necessary, but I will tell you that if a rate increase comes to me as a customer, I will support it. Nobody wants a rate increase, but I will tell you that as a customer of many utility companies here in the area, all of my other rates have gone up, including my water bill, my cable bill. That doesn't make it right, but I will tell you that I have not seen that increase in ten years with FPL. In fact, I've seen decreases in my bill in many cases.

FPL also regularly reaches out to me and asks me, gives me information and ways and ideas on how to reduce my costs, so I've taken advantage of many of those. Home energy surveys, the On Call program, the AC rebates, I've taken advantage of all them.

What also makes me a really happy customer of FPL is I see how they get involved and active in the community. I will tell you that I am the executive director of a YMCA, the YMCA in Titusville, and they support our YMCA, but they support many other organizations.

And ways to improve our environment. I've seen them build a new energy-efficient power plant in
Cape Canaveral, I've seen them build a solar plant on Kennedy Space Center, and I've just seen lots of positive leadership from FPL and a real spirit of stewardship in our environment and in our area, and I just -- I'm a happy customer.

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

Mr. Kelly probably has a question for you.

No?

MR. KELLY: No, ma'am.

MR. SPECHT: Thank you.

CHAIRMAN BROWN: Thank you. Next customer, please.

MR. KELLY: After Reverend Rosenbaum is Bob Rains.

REVEREND ROSENBAUM: Good morning. My name is David Rosenbaum. I live at 560 South Tropical Trail in Merritt Island. I am pastor of Redeemer Lutheran Church. Also I serve as Chairman of Brevard VOAD, which is Voluntary Organizations Active in Disaster.

Thank you, Commissioners, for your willingness to serve the public in this way, for taking your time and effort. And thank you especially, Chairman Brown, for the cordial way in which you run this session.

CHAIRMAN BROWN: Thank you.
REVEREND ROSENBAUM: I don't know much about electric power, and so I'm not here to speak in favor of or against a rate increase. I deal with a different sort of FPL. We might call it the Father's Power & Light, His gospel as the power for salvation and Jesus as the light of the world, and I'm proud to say that His rates have not increased in over 2,000 years.

I am here to be thankful for what FPL has done as far as reliability. Last summer, the power poles along South Tropical Trail where we live and where our church is were replaced. It was somewhat of an inconvenience to slow traffic and to go slowly around, but we're thankful that work was done. And also good to remember that one of the employees involved in that project lost his life in an accident during that project. FPL has been very responsive and very reliable in our experience, and we are thankful for that.

My mother lived in Michigan. She died the day before Easter, and so we are taking care of her house, paying the bills up there. And it really struck me last month, here in Florida, a four-bedroom house, three people living in it, air conditioning on all the time, our bill was $95. In Michigan, her house, three bedrooms, no one living in it, and her house was -- her bill last month was $85. We're thankful for the rates
that we pay.

    Thank you for giving me the opportunity to speak today, and I pray that God would give all of you Commissioners wisdom as you deal with all the facts in this case. And I also pray that He would give you comfortable chairs and durable derrières as you sit through five more of these hearings.

    CHAIRMAN BROWN: Thank you, Pastor, so much. And I love your tie.

    REVEREND ROSENBAUM: Thank you.

    CHAIRMAN BROWN: Thank you for -- Commissioners, any questions or comments?

        Commissioner Graham has one.

    COMMISSIONER GRAHAM: I just want to thank you for praying for us.

    CHAIRMAN BROWN: Ditto.

    MR. KELLY: After Mr. Rains is Philip Stasik.

    MR. RAINS: Hi. Welcome to the Space Coast. I'm Rob Rains. I'm president of United Way here in Brevard County. I live at 503 Kimberly Drive. You've heard of the term "military brat." I'm an FPL brat. My mom started working for Florida Power & Light when I was five years old, worked for 25 years there. My stepdad worked for Florida Power & Light for 37 years. My mom helped get my best friend a job there. He's been there
30 years working on the smart grid. A lot of
conversations around the dinner table, a lot of time
talking on the porch about FPL, its future.

And I just feel like culture matters, people
matter. In my 31 years working for United Way, I have
worked with FPL professionals over that entire tenure.
An incredible corporate citizen, as you've heard,
helping out in the storms and day to day with
organizations. I've looked at -- because of that, I
looked at what are the best power companies in the
United States, in the world, and FPL is up there.

I -- as you've heard, I want to echo a lot of
the comments that have been made. When you look at your
bill, the bill is less than it was ten years ago, so
that's cost containment. I think that if you are the
best, one of the best, that higher rates of return drive
that talent, drive the innovation, and I think that
that -- that's worthwhile.

I want to say that this has been a real
interesting experience. Like the first time I got
called to jury duty, I didn't know what to expect. And
I see everybody here is working hard on playing their
roles. Obviously the numbers are going to be important.
I appreciate you playing your role, Public Counsel. And
this has been interesting. I join the pastor in praying
that you get a good outcome.

    CHAIRMAN BROWN: Thank you.

    MR. RAINS: And in anticipation of your questions, yes, sir, I was asked to be here. Yes, sir, United Way gets support from Florida Power & Light, and we're very appreciative.

    MR. KELLY: Thank you, sir.

    CHAIRMAN BROWN: Thank you for that preemptive answer.

    We're hitting the two-hour mark right now. We are going on customer 30. We have 50. So we're going to take about a ten-minute break for our court reporter so she gets a break. You guys can stretch your legs. We'll reconvene in ten minutes. Thank you very much.

    (Recess taken.)

    CHAIRMAN BROWN: Let's make sure our court report is adequately set up and the parties are all here. And, again, those folks that are trickling in, please have a seat. And a reminder to be considerate of the speakers as they appear before us. Our court reporter picks up everything, so --

    MR. STASIK: She picks up everything. Cool.

    CHAIRMAN BROWN: Is there anybody in the audience that would like to speak today that has not been sworn in? Please raise your hand, if that is the
MR. STASIK: Hi. My name is Phil Stasik. I am a retiree. I live at 3792 Sierra Drive in Merritt Island. I am an FPL customer, and I would like to speak in opposition to the FPL rate hike. I strongly support the position of the OPC. What he has said makes sense. The logic is there. This is just about a profit increase.

I am a retiree on a fixed income, like millions of other Floridians. And, of course, any increase in the cost of our electricity is important. I love electricity. I want to make that very clear. I love electricity, and I think everybody in this room does too. We depend on FPL to provide our power.

My wife and I installed solar panels on our house back in 2008, and we are very happy to be on a reliable grid-tied system with net metering, and we are thrilled to drive an electric car. So I can tell you we love electricity. We're very dependent on it.

For decades I have loved FPL quality, reliability. But I have to admit I'm here today to speak against this rate increase, first of all, because I think it is an excessive rate increase, as the OPC has pointed out.
FPL is a good company. It seems to be well run, well managed, but a 23 percent increase, come on, guys. This is -- I think you -- I hope that you recognize that is an extraordinary increase.

I also want to comment about something that's very, very important. We have solar panels on our roof, and everybody in the state of Florida should have solar panels on their roof. This is the Sunshine State. The reality is that the future of our species must be on distributed electrical power generation. Now I understand this is disruptive to a utility. They want to keep their business in business. Right? But they are a public utility. They are our business and they are doing our business, supplying us with power. The future of our species must depend on alternative energy.

What FPL has done with their attempt -- they're supporting the Smart Solar efforts to, you know, Amendment 1. You know, it's very interesting to think that that wound up going to the Florida Supreme Court, and it's also very interesting to read the dissenting opinion in that state -- I see I have 30 seconds and counting.

CHAIRMAN BROWN: Good. Thank you.

MR. STASIK: The dissenting opinion says that FPL in that -- in that attempt has been misleading. I
would say fraudulent. They are misleading the voters of the state of Florida to try to support their own position. This meeting today also, you've seen it, I know you guys see this at all of your hearings, it is misleading, if it is not fraudulent, to donate money to organizations and then ask them to come and testify before you to pretend that they're supporting a rate increase.

CHAIRMAN BROWN: Thank you.

MR. STASIK: That is fraudulent. Do I have any questions?

CHAIRMAN BROWN: Thank you so much for your -- thank you for your comments.

MR. STASIK: Any questions?

CHAIRMAN BROWN: We do have a question here. Commissioner Patronis.

COMMISSIONER PATRONIS: Thank you, Madam Chairman. And thank you for your testimony today.

MR. STASIK: You're welcome.

COMMISSIONER PATRONIS: You said you were retired. What was your career field?

MR. STASIK: I flew airplanes for a living.

COMMISSIONER PATRONIS: Did you? Okay. I was just kind of curious. You seem sharp.

MR. STASIK: I've traveled around the world.
I have seen efficient energy systems. FPL runs a good show here; however, what they are doing with the attempt with the smart solar misleading or fraudulent attempt and what they're doing here at this Commission meeting today by essentially paying people to tell you that they want a rate increase, if that --

**CHAIRMAN BROWN:** Commissioner Graham has a question for you.

**MR. STASIK:** -- if that isn't fraudulent, I don't know what is.

**COMMISSIONER GRAHAM:** You said you've got solar panels on your roof since '08?

**MR. STASIK:** I do. Correct.

**COMMISSIONER GRAHAM:** And so --

**MR. STASIK:** We do not generate all the power that we use. And, of course, at night we're very -- we have a grid-tied system, so we definitely rely on FPL on cloudy days, at nighttime. We love our power from FPL, and we love the fact that we have a grid-tied net-metered system. That is a very good thing.

**COMMISSIONER GRAHAM:** So the amendment that's on the ballot now would stop you from having your solar panel on your roof?

**MR. STASIK:** What it does is it creates an opportunity for them to charge us a fee for having that
system. It also creates a --

COMMISSIONER GRAHAM: So there shouldn't be a fee?

MR. STASIK: I don't believe you should charge people for making their own power, no. I don't -- we, of course, do not object to paying for the power that we use, not in any way. And you know what? FPL actually was quite supportive as we put our system in.

COMMISSIONER GRAHAM: Well, then I'm trying to understand. You're making something sound like it was fraudulent, and I'm trying to understand what was fraudulent.

MR. STASIK: When you read the language, it implies that the amendment would encourage solar installation on people's homes, and it does not. What it does is it actually limits the opportunity of people who want to put solar, to lease their roof -- as I understand it, 46 of the other 50 states of the United States allow companies to lease space on your roof and to install solar.

COMMISSIONER GRAHAM: I was just trying to understand what point you were trying to get to.

MR. STASIK: Take a look, if you haven't, read the dissenting opinion from the Supreme Court of the State of Florida. It says it all. Thank you very much.
for your time.

CHAIRMAN BROWN: Thank you for your testimony.

MR. STASIK: You're welcome.

CHAIRMAN BROWN: Next customer, please, Mr. Kelly.

MR. KELLY: After Mr. Winsten is Mary Ingui, Ingui.

MR. WINSTEN: Hi. I'm Keith Winsten. I'm a resident, 1937 Auburn Lakes Drive, Rockledge, Florida, but I'm here today representing Brevard Zoo. And Florida Power & Light did ask us to come and speak to our priorities as a client. I've worked at two other zoos, and I have to tell you, for us, consistent, reliable power is our number one priority. Compared to other utilities I've dealt with, you know, during normal operations and during crisis, nobody matches what FPL brings to the table.

But our second priority is a sustainable energy issue, and we've actually had very good experience with FPL on that issue working on sustainable energy projects and other environmental issues in the community and found them to be extremely responsive.

And then our last piece, and many people mentioned, certainly they actively support our conservation programs financially, which we appreciate,
as good stewards in the community. So those three things are very important to us.

We have not as a board ever taken up directly the rate increase issue. But I would tell you personally I like the idea of being able to show Wall Street that environmentally sensitive companies, and I believe among utilities FPL really is so, can return a good profit to the investor. That, I think, brings more investment in these companies, and that ultimately helps with our mission in terms of keeping this planet how it is. Thank you.

CHAIRMAN BROWN: Thank you, Mr. Winsten.

Question for you. You said you worked at two other zoos. Were they in Florida?

MR. WINSTEN: No. One was the Brookfield Zoo in Chicago, and the other was the Roger Williams Park Zoo in Providence, Rhode Island.

CHAIRMAN BROWN: Thank you.

Commissioners, any other questions?

Thank you.

Next customer, please.

MR. KELLY: After -- is it Ingui?

MS. INGUI: Ingui.

MR. KELLY: Ingui, is Katherine Groepler.

CHAIRMAN BROWN: Could you please spell your
name?

MS. INGUI: My name?

CHAIRMAN BROWN: Yes.

MS. INGUI: I-n-g-u-i. Dr. Mary Ingui, Sebastian, Florida. During a bad rain storm May 17th and 18th, in front of 613 Wimbrow Drive we had a 12-hour power outage, although the smart meters that Florida Power & Light has installed are supposed to identify areas and problems quickly.

I am not in favor of the increase. The smart meters -- the smart grid is not safe, violates our privacy, health, and national security. All appliances fully equipped with chips that communicate with the smart meter are monitoring use and time abuse and bringing a new slant to in-home surveillance uninvited by the home and business owner, a clear violation of our privacy, a sacred part of America's heritage that our forefathers fought and died to preserve.

Over 8,000 homes were damaged by Florida Power & Light's subcontractor installation due to smart meter meltdowns, surges, and fires.

Microwave News, 5/27/16, indicates that a new publicly funded study by the National Toxicology Program proved that RF radiation causes biological harm.

I leave you with this. If we can choose our
cell phone provider, cable provider, Wi-Fi provider, why can't my home, my business, and my personal space, why can it be dictated by the power companies? Our First Amendment -- our Fourth Amendment is your Fourth Amendment. Your job is to protect us, Commissioners. Watch the movie "Take Back Your Power," which is free, you can Google it, and you can see how we are being damaged by these Wi-Fi radiation. Thank you.

CHAIRMAN BROWN: Thank you so much for your testimony.

Next customer.

MR. KELLY: Is it Grosler (sic) or Grofler (sic)?

MS. GROEPLER: Groepler.

MR. KELLY: I apologize. Groepler.

MS. GROEPLER: Groepler.

MR. KELLY: And then the next speaker will be Ms. Barbara Palumbo.

CHAIRMAN BROWN: Good morning.

MS. GROEPLER: Good morning. My name is Katherine Groepler, 637 Wimbrow Drive, Sebastian.

And -- excuse me -- I'm not in favor of the increase. I don't like the smart meters as well, but that's old news, I guess. I live two houses away from where the transformer blows. Every time we have a little bit of a
storm, the thing, you could you hear it pop. And they
all know where it is, but the last time we waited 12
hours before they came. All they have to do is put a
little cage around it because the squirrels get up there
and set it off. I don't know why they don't do that,
but that's another problem.

And I also -- this is old news too -- but I
was wondering about since they don't use the meter
readers any longer, what are those men doing? Why
aren't they more efficient in repair work then if they
have all that extra help because not everybody has a
meter to read anymore? That's just -- I guess I should
call them.

And the mayor of Sebastian is pleased with
things. I don't think he took a survey as to everyone.
I'm speaking as a personal resident. I know a lot of
people are complaining about they don't want the high
rate either. We have streets that are pitch black. We
don't have enough streetlights there.

What else are we complaining about? And we're
not as lucky as Cocoa evidently, but we could -- you
know they do a good job, but they don't need that huge
increase. I would prefer them to put more work into
getting us streetlights and faster service. I don't
want to wait 12 hours. That's it.
CHAIRMAN BROWN: Thank you, ma'am. And I know that there are FPL customer service representatives here, so you can probably have a lot of your service issues addressed today. Thank you.

MS. GROEPLER: Okay. Thanks.

CHAIRMAN BROWN: Next customer.

MR. KELLY: After Ms. Palumbo is Chris Frasca.

MS. PALUMBO: Good morning. My name is Barbara Palumbo, P=a-l-u-m-b-o. I reside at 5400 Highway A1A, Apartment B-28, Indian River Shores 32963.

I'm here representing the 246 units with over 400 residents of the Delmar community, which is a 55-and-over community, as well as my fellow residents of the town who receive their electric service from the City of Vero Beach Electric. I, along with the majority of my neighbors, live on a fixed income, and we are very upset with our high electric bills with the City of Vero Beach Electric as our provider.

Our neighbors who live in the northern half of our town enjoy Florida Power & Light rates that are significantly less than ours, even with this potential rate increase, and we don't have any way to change that because we're not residents of the City of Vero Beach and we cannot vote for the City of Vero Beach council.
members. This is also affecting our property resale value because potential buyers are now asking, "Who is the electric provider?" And when they hear the answer is Vero Beach Electric, they move on. We have no smart meters, we have no rebates and, most importantly, we have no voice. We need your help. Thank you very much.

CHAIRMAN BROWN: Thank you.

Commissioners, any questions?

We do have a separate docket, a dec statement coming before us on this very topic.

MS. PALUMBO: Okay.

CHAIRMAN BROWN: Commissioner Graham has a question.

COMMISSIONER GRAHAM: You may want to catch that woman two ago that said that she wants to pick and choose her electric company.

MS. PALUMBO: Well, the whole town wants to pick FPL instead of Vero Beach Electric. Thank you.

CHAIRMAN BROWN: Thank you. A separate docket. Thank you.

Next customer.

MR. KELLY: Is it Frasca or --

MR. FRASCA: Frasca. You did good.

MR. KELLY: Frasca. I'm sorry. I looked at -- I misread that. After Mr. Frasca is Larry

FLORIDA PUBLIC SERVICE COMMISSION
Mr. Frasca. I live at 341 West Exeter Street, Satellite Beach, and representing FP&L on their behalf on my own accord. I was asked, but I definitely want to give back the support they gave me over six and a half years at The Fountains in Melbourne, a senior living facility, 345,000 square feet and 300 residents. I'm a maintenance director there.

And I need to know, when I do have an issue, how soon is it going to be repaired, what the problem is so I can get that communication out to that facility and comfort the people that we have there because they just -- they don't know, they get scared and that type of thing. So I've always had great communication when storms come through, any repairs. And I can't speak on a rate increase. I can just speak on the service.

Commissioners, any questions?

Commissioner Graham has one.

Sir, how long did you say you've been doing this job?

I've been doing this type of work way too long, over -- probably about 35 years and had a lot of facilities. And this has been great as far as
from my perspective as being the director of the
maintenance there. I had one facility in North Carolina
years ago that we had terrible substation power
problems, it was constant, it was unpredictable. So I
look at the worst and this would be the best.

CHAIRMAN BROWN: Thank you for your testimony.

MR. FRASCA: Thank you.

CHAIRMAN BROWN: All right. Next customer,
please.

MR. KELLY: After Mr. McIntyre is Justin
Sobol.

CHAIRMAN BROWN: McIntyre, any McIntyre?
Sobol?

(No response.)

MR. KELLY: After -- okay. The next one would
be Joyce Wasserman.

CHAIRMAN BROWN: Good morning.

MS. WASSERMAN: Good morning. Thank you for
allowing me to speak. I would like to say go ahead.
Whoa. I would like to say go ahead, raise my rates.
It's fine. But why? I want you to examine carefully,
if you would, the request, the reasons why they want
these rate changes. And I don't think they're so hot.
I think the climate is hot, but I don't think the rate
changes are so hot.
And then again it really doesn't matter because I've switched. I've switched over to 100 percent wind energy with Arcadia Power. I do use Florida Power & Light's grid by arrangement with Arcadia Power & Light. My bill does not come from Florida Power & Light. It doesn't because I'm really concerned about the planet.

And I think you're here to protect the people of Florida, the property values of Florida, and this cannot go unless you have a company backing a sincere effort to being as renewable and as clean as they can be, and Florida Power & Light, I believe, falls short. I think their report card is a D minus. My personal opinion. All right.

So as I understand their proposal, they want to strengthen their grid. It's probably really important because we're going to get stronger storms. They want to put in some solar, but I think they're very two-faced on this issue. Yeah, they're putting in some solar, but they're fighting. They're fighting and making Amendment 1 come up on the November ballot, which will make it more expensive for people to put their own solar in. They also want the money for completion of a natural gas plant. For me that's a big no-no. It's counterproductive.
At one time, natural gas was seen as a bridge until the time we were ready for renewable energy. It's not a bridge. It's a gangplank. We're walking off into a quagmire of environmental events endangering our water, and it's your obligation, I hope, to protect me and everybody else in this room.

So I think also that -- well, basically I could support a rate hike for the right reasons, but they haven't proven to me their sincerity about the right reasons. Over and over they spend lots of money on ads on TV, all right, on giving to all these wonderful charities to get their support of people who have testified here today with a vested interest, so I don't believe them. And there's another thing. Times are changing.

CHAIRMAN BROWN: Thank you, Ms. Wasserman, for your testimony. Your time has run out. Could you please state your name and your address for the record?

MS. WASSERMAN: Sure. Joyce Wasserman, 4600 Ocean Beach Boulevard, Cocoa Beach.

CHAIRMAN BROWN: Thank you.

Commissioners?

Commissioner Graham has a question.

MS. WASSERMAN: Yes, sir.
COMMISSIONER GRAHAM: Ma'am, I think I misunderstood you at the beginning. You said that you were getting your power from somewhere else?

MS. WASSERMAN: Yes.

COMMISSIONER GRAHAM: Where are you getting your power from?

MS. WASSERMAN: Arcadia Power. They are 100 percent wind energy. I believe that they must contract through Florida Power & Light because the grid is the same. In other words, Florida Power & Light, their proper role is to provide renewable energy and be a grid provider.

COMMISSIONER GRAHAM: Okay. Thank you.

CHAIRMAN BROWN: Thank you so much for your testimony.

Next customer, please.

MR. KELLY: Next customer is Terry LaPlante. Terry LaPlante, followed by Ed -- is it Wiegner?

Wiegner.

CHAIRMAN BROWN: Good morning.

MS. LaPLANTE: Good morning. I think it's just about the afternoon.

CHAIRMAN BROWN: It is, just a couple of minutes.

MS. LaPLANTE: I am Terry LaPlante, and I want
to thank Florida Power & Light for their excellent service and reliability over the years. I want to thank Mr. Kelly for pointing out that there's no rate increase needed for them to continue to provide us an excellent level of service, and that this rate increase is really just excessive and greedy.

I don't know. I have so many reasons that I object to the rate increase, I don't even know where to start. But I object to the $1.3 billion of this increase that they're asking for, which is the same amount that they want to spend on the Okeechobee Clean Energy Center.

I believe that Florida Power & Light uses deceptive and misleading advertising in regards to their natural gas being a clean energy. I would like you to put a stop to this. According to the EPA, natural gas and petroleum operations account for 33 percent of methane emissions, which is the second most prevalent greenhouse gas contributing to climate change and the sea level rise. Now the science is clear -- now that the science is clear, it makes no sense to invest in natural gas plants, especially here in Florida. It is imperative that industries and corporations like Florida Power & Light join the cause and switch to sustainable green energy. That would be the reasonable and prudent
thing for the company to do to prove its stewardship as
a leading corporation that has done business here in
Florida for so many years.

I object to funding natural gas plants because
of the price risk of natural gas in the future. We
have -- we have an oversupply of natural gas right now
making prices very, very low. We have this massive
campaign going on, as I just mentioned. It's not only
here in the U.S. but worldwide that is promoting natural
gas as the clean energy of the future. And many -- it's
outdated technology to begin with. But besides that,
they are getting all these people and cities and
corporations on board with converting and --

CHAIRMAN BROWN: You have about 30 seconds
left.

MS. LaPLANTE: Okay. So the point is once
demand goes way up, the price is going to go way up, and
where are we, the people in Florida who can barely
afford our power bills as it is today? Like I said, I
could go on. I'm a taxpayer, I'm a customer. I want
renewable energy.

CHAIRMAN BROWN: Thank you, Ms. LaPlante, for
your testimony. Could you please state your name and
address for the record?

MS. LaPLANTE: Terry LaPlante, 4052 Friar Tuck
CHAIRMAN BROWN: Thank you so much.

Next customer, please.

MR. KELLY: After Mr. Wiegner is Fran Baer.

CHAIRMAN BROWN: Good afternoon.

MR. WIEGNER: Good afternoon. I'm Ed Wiegner.

I live at 151 Shores Drive in Indian River Shores. And I want to thank the Commission and staff for coming. I used to be head of the tax department of Wisconsin, so I know it stresses your brains and other body parts to do what you have to do.

I will defer in the end to J.R. Kelly in your process about the rate increase. I wanted to comment very briefly. I am an Indian River Shores resident, right across the line from Power & Light. I could reach across the street in front of my house and touch it or tap it, if that weren't illegal. But I'm unfortunately one of those 40 percent of the customers of Vero Beach Electric that is not a citizen.

So you've heard the voice argument, but to put it in economic terms, I'm in a monopoly that was granted 50 years ago to make the citrus trees grow north of our town, and we're still facing the consequences of that. In that context, in your other proceeding, I'd like you to consider the fact I would like to be a customer of
Florida Power & Light. I hear the chorus of compliments, I hear the politics. I think their environmental record is not clear, but I'd like the opportunity to be a customer of theirs. So thank you for your time, Commissioners.

CHAIRMAN BROWN: Thank you.

Next customer, please.

MR. KELLY: After Ms. Baer is Trey (sic) Post.

MR. POST: Troy.

MR. KELLY: Troy. I'm sorry.

MS. BAER: Good morning. It is still morning, I'm assuming.

CHAIRMAN BROWN: Is it?

MS. BAER: Is it? My name is Fran Baer, 149 Bonita Street, Titusville, Florida. I'm a 50-plus-year resident of Brevard County -- excuse me -- and customer, satisfied customer of Florida Power & Light. But it is a new era now, and with a new era comes new priorities. So I am here today as president, co-president of the League of Women Voters of the Space Coast of Florida, and I am here today to call on you to deny this rate request increase -- excuse me -- and instead call on FPL to show a much larger commitment to renewable energy in the Sunshine State.

Specifically we ask for FPL to go on record as
supporting renewable energy standards in Florida. While
27 other states have renewable energy standards and are
committing to growth of 25 percent or higher in the next
five years or several years, currently Florida has no
standards and we get only one-tenth of 1 percent from
renewable energy.

We call on FPL to cease their sponsorship of
this November's Amendment 1 to the Florida Constitution,
which will make it very difficult for third-party groups
to come into our state and help reduce the cost of
solar.

We ask instead of building coal and gas plants
that Florida commit to helping Florida, the Sunshine
State, become a leader in solar energy. Experts say we
should be among the top three. We now lag at the back
of the pack due to our state being one of four that does
not allow third-party groups to provide affordable and
accessible solar. We call on you, the Public Service
Commission, to veto this request for a rate raise in
Florida, and ask FPL to work harder to encourage
renewable energy, which recent studies reported by the
Brookings Institute show help reduce rates.

Floridians all across our state live in ground
zero for rising oceans and climate change. We are
seeing before our eyes increasing beach erosion and
saltwater intrusion into our drinking water. We must
take responsible steps now to ensure our planet, the
sustainability, and our future. Thank you so much.

CHAIRMAN BROWN: Thank you for your testimony.

Just a question. You said you're president of
the League of Women Voters of Brevard County?

MS. BAER: Space Coast, correct.

CHAIRMAN BROWN: Are you representing the
whole State of Florida League of Women Voters' position?

MS. BAER: All -- yes, this is the position of
the State of Florida league as well. And you'll be
hearing from other local presidents as you travel around
the state as well.

CHAIRMAN BROWN: We have.

MS. BAER: I know you have. Thank you.

CHAIRMAN BROWN: Thank you.

Okay. Commissioners, any other questions?

Thank you.

MS. BAER: Thank you very much.

CHAIRMAN BROWN: Next customer, please.

MR. KELLY: After Mr. Post is Nancy -- is it
Peitonen (sic)?

MS. PELTONEN: Peltonen.

CHAIRMAN BROWN: I just want to make sure
those that are testifying before us have been sworn in.
If you plan on speaking and have not been sworn in, please raise your hand.

Okay. Thank you. You may proceed.

MR. POST: Okay. Good afternoon, Commissioners. My name is Troy Post, 400 South Street, Titusville. I serve as the executive director of the North Brevard Economic Development Zone. We call it The Zone. It's an economic development agency that's based on a tax increment financing model. And I'm here today to really tell you a little bit about why we rely upon FPL as a partner in economic development.

To be successful in economic development, you must have partners, and they have been a good partner to help us in terms of the investments made and also the services rendered to our community. In terms of investments made, they did recently invest approximately $800 million in a new next-generation natural gas-fed power generation plant in the Port St. John area. That property is on the tax rolls; therefore, we do get the benefit of being able to use that for our TIF to provide the type of financial incentives that are to help us diversify our economy and also help to solidify our economic base. We've used that in the Blue Origin deal, we've used that with the Embraer deal, several different projects that over the next few years will help us
create a lot of jobs and lead to some other private investment in the area.

And services rendered, we have found them to be a very reliable partner in delivering energy to the type of customers that we deal with, which are largely manufacturers, distributors, businesses. And they also were able to answer questions, our need for information, very quickly, and in the economic development world, that is very important to us.

So I speak today not as a person representing what the opinion is of The Zone but just as an economic development practitioner, that we do rely upon our utility partner to help us in our economic development efforts, and they have done a very excellent job in that regard.

CHAIRMAN BROWN: Thank you, Mr. Post.

Commissioners, any questions?

Mr. Kelly has a question for you.

MR. POST: Yes, sir.

MR. KELLY: Mr. Post, were you asked to come and speak today?

MR. POST: Yes, I was approached by somebody with FPL, but the comments are my own based on my experience in economic development.

MR. KELLY: Thank you. And you do understand
that all the ad valorem taxes that Florida Power & Light pays on all their properties they own are paid directly by the ratepayers?

MR. POST: Yes, sir, I do.

MR. KELLY: Thank you, sir.

MR. POST: Thank you.

CHAIRMAN BROWN: Next customer, please.

MR. KELLY: Is it Peltonon (sic)?

MS. PELTONEN: Peltonen.

MR. KELLY: Peltonen. And after Ms. Peltonen is Ron Morgan.

MS. PELTONEN: And I have not been sworn in.

CHAIRMAN BROWN: Please raise your -- and, again, if anybody plans on speaking who has not been sworn in, we're doing it right now.

Please raise your right hand. Do you swear or affirm to tell the truth in this matter.

MS. PELTONEN: Yes.

(Witness sworn.)

CHAIRMAN BROWN: Thank you. Welcome.

MS. PELTONEN: Thank you. I am the president and CEO of the Greater Palm Beach Chamber of Commerce. FPL is a member of our chamber. And we had a government affairs meeting with them to let us know more information about what the rate hike was about.
Unfortunately you hear one side in the paper, and we wanted to know more details. Because we represent a lot of small businesses, it was important for us to understand what this was about. And it's extremely important for small businesses, obviously, to have their power uninterrupted. And we know with the hurricanes that did happen in 20 -- 2004, it was a huge interruption, especially down in the Palm Bay area. Sometimes it seemed like a badge of honor to have your power off for a week. It's not good for businesses.

So we have seen the changes they've been doing where they're hardening the poles to make them hurricane proof up to 130 miles an hour. They're strengthening the infrastructure. And these are all things that really do help small businesses. And when you have a time of crisis like that, it's important to have the lights on and your business still functioning for the community. So it's not as if we are here to say, yes, we agree with the rate hike, but we want to know -- you to know that small businesses do understand that there is a cost of doing business, and it really is important for them to continue with the infrastructure upgrades to make sure that we were not going to have interruptions to our businesses.

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

Mr. Kelly has a question for you.

MR. KELLY: No, ma'am.

CHAIRMAN BROWN: Okay. Thank you.

MS. PELTONEN: Thank you.

CHAIRMAN BROWN: Next customer.

MR. KELLY: After Mr. Morgan is Bill Coulter.

CHAIRMAN BROWN: No Morgan?

MR. KELLY: Yes. I said after Mr. Morgan.

Mr. Morgan.

CHAIRMAN BROWN: Good afternoon.

MR. MORGAN: Good afternoon. First, I want to thank you for coming and for the service you're providing the state of Florida. I don't know how many other the sessions that you're going to have now before you close the --

CHAIRMAN BROWN: A few.

MR. MORGAN: A few. Anyhow, again, I'm Ron Morgan, the president and CEO of the American Millennium Foundation, which is a 501(c)(3) educational foundation which sponsors the International Science Center at both the .org and the .com. It covers all sciences in all phases of science, with three primary phases of earth, space, and ocean. All three of the main sciences are available in six languages off the site. We cover
extensive power systems and the world and universe in whole on the site.

The -- I'd like to -- a customer of the power system here in the county for -- I got here in '64, so for 52 years. I've had good service from FPL. They're a fine company. We work with them on many programs, especially when we have to gear up starting with the -- and for getting our senior citizens ready for evacuation from nursing homes and other areas into shelters and working with FPL. So they've done an outstanding service.

However, the -- it is my impression that the way this particular proposal has been made, that your board of directors and your officers and officials within FPL have decided that it would not be in the best interest to provide an immediate increase of 25 percent in one shot and, therefore, they wanted to change it to go to three, three incremental increases in order to get the figure that the FPL wants to achieve for good business purposes, for good profit, and -- but it is a system which is not on the surface in my mind. When you say we're going to have a rate increase, it's going to be so much this year, going to be so much more a year, by the third year, we're going to 25 percent. That's excessive.
CHAIRMAN BROWN: You have about 30 seconds.

MR. MORGAN: Okay. Very good. So I want, as part of your program, whichever we go, whether we go the increase or not, I'd like to ask FPL to see if we can get our street lighting system totally fueled by solar power. That can run 365 days, 24 hours a day off solar power, and be completely off the grid and cover everything, including any storms or hurricanes that come through.

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

Commissioners, any questions?

Thank you so much for being -- coming out here today.

MR. MORGAN: Thank you.

CHAIRMAN BROWN: Thank you.

Next customer, please.

MR. KELLY: After Mr. Bill Coulter --

CHAIRMAN BROWN: Coulter?

(No response.)

MR. KELLY: Rosita Cotton.

CHAIRMAN BROWN: No Cotton?

(No response.)

MR. KELLY: Courtney Barker.

CHAIRMAN BROWN: You're the next contestant.
MR. KELLY: And after Ms. Barker is Lorraine Koss.

CHAIRMAN BROWN: Good afternoon.

MS. BARKER: Good afternoon. Thank you for having this meeting today. My name is Courtney Barker. I'm the city manager for the City of Satellite Beach.

I'm here to also commend FPL for all of their service and their service record. We think they're great. The staff here, Bart and Nancy Flickinger, are like family. But unfortunately I'm not here because we're friends. It's just like the -- your counsel said, you know, this is about business and not about friendship.

FPL provides a public service just like cities do. So if I was to come to my council and ask for a tax increase to not only cover cost but also just because we had low taxes for the last ten years, I would not be a city manager anymore. So I think, you know, to -- from my perspective, the rate increase part that is dedicated to capital improvements is reasonable. But any rate increase to increase the profits of the company I think is a disservice to our residents. The -- this is a big cost hit to the city in terms of our electric bill. That increases -- you know, we pass that increase down to our taxpayers. Not only do the taxpayers pay that,
but they also pay a utility tax. So while we get an increase in revenue with our utility tax, the taxpayers also have to pay that utility tax as well.

So, you know, this is a big, big increase for our residents, and if it's above and beyond what they need, we're adamantly opposed to that. We also want to make sure that we're on record for any -- for opposition in any rate structure that is dedicated to fracking. Our city council adopted a resolution against fracking. Brevard County is entertaining an ordinance to prohibit fracking in the county. And so I think that sends a message that we're adamantly opposed to any type of exploration that has such an environmental impact that is so damaging like fracking. So we -- I think it's wrong, when there's so many people against that type of technology, to actually force people to pay for it in their rate structure with their electricity.

We also want to reiterate that we think locally that FPL has done a great job in working with us with solar.

CHAIRMAN BROWN: You've got 30 seconds.

MS. BARKER: But we think that the company as a whole really needs to work a little bit more, and I think you heard that a lot today. People are very concerned with the environment and want to see FPL do
more. Thank you.

CHAIRMAN BROWN: Thank you. We've got a
couple of questions.

First, Commissioner Brisé, go ahead.

COMMISSIONER BRISÉ: Thank you for being here.

A quick question about the fracking. You do recognize
that a lot of the natural gas that is available today is
as a result of fracking; right?

MS. BARKER: That's correct.

COMMISSIONER BRISÉ: So are you concerned
about fracking in Florida or fracking anywhere in the
country? And if some of that fuel is made available to
keep the rates where they are today, that we should not
consider that kind of fuel at all.

MS. BARKER: Well, that's the -- I think
that's the point you're hearing today. Even though
natural gas is better than oil in terms of, you know,
cleanliness, it's not the best. So when you're -- when
we're looking at long-term, you know, impacts like sea
level rise -- I mean, in Florida we're ground zero for
that. And, you know, we were -- that's why you hear
people wanting to invest in solar because that is the
cleanest energy available. So natural gas is better,
it's a good start, but it's certainly not -- it
shouldn't be the goal.
COMMISSIONER BRISÉ: Sure. Understood.

MS. BARKER: So, yes, we would prefer that, you know, Florida Power & Light, who's -- what a great company in terms of technology and service and rates. I think they can figure out how to get solar in there, you know.

COMMISSIONER BRISÉ: Sure. And so -- just -- and you mentioned your concern about the magnitude of the increase.

MS. BARKER: Yes, sir.

COMMISSIONER BRISÉ: Would you be concerned about the magnitude of the increase if we approved something to the effect that -- of a similar magnitude; however, we were moving to other technologies? Would you then be okay with the magnitude?

MS. BARKER: I think we would be okay with any rate increase that was dedicated to the capital needs of the company to change technologies, to make it more environmentally friendly. I don't think we would ever support an increase in profit margins because that's -- it -- you -- I think we -- the Commission should look at this as -- like we would a tax increase.

I mean, when we come -- our firefighters start at $33,000 a year, and you should see the outcry when we want to raise taxes for their salary increases. And it
just shocks me with the support that people come up and
say it's fine to increase the profit margins for a group
of people we don't even know. But, you know, for us in
the public sector in the tax realm, it would be an
outcry, outrageous if we were asking for something like
this.

COMMISSIONER BRISÉ: Thank you.

CHAIRMAN BROWN: Thank you. And just a quick
question. Just to confirm for the record, you are, in
fact, speaking as city manager.

MS. BARKER: That's correct.

CHAIRMAN BROWN: Thank you. Again, thank you.

MR. KELLY: This is the last customer signed
up, Madam Chair.

CHAIRMAN BROWN: Thank you.

MS. KOSS: Lorraine Koss, 2115 North Indian
River Drive in Cocoa. I wasn't planning to speak today,
but just like the previous speaker, I was really shocked
by the number of people here, the marketing that went
into the number of people here to speak on in support of
what I consider a really excessive rate increase.

It reminds me of this kind of deceptive
marketing campaign that's going on right now about FPL
leading in solar when, in fact, they've spent millions
to put that amendment on the ballot in November and
fight Floridians for Solar Choice. My husband and I
have been wanting to go solar. We need incentives. I
urge you to vote against this to -- and also to
encourage them to incentivize us as citizens to
contribute to the grid with this distributed energy
system, clean system through solar. Thank you.

CHAIRMAN BROWN: Thank you for your testimony.

So that is the last customer that is signed up
to speak. I want to wrap this up and close it up here,
and thank you all for coming out here. And your
comments will absolutely be taken into consideration in
our decision-making process. And on behalf of all of
the Commissioners, thank you again. This meeting --
hearing is adjourned.

(Service hearing adjourned at 12:21 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 23rd of June, 2016.

LINDA BOLES, CRR, RPR
FPSC Official Hearings Reporter
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