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 ART GRAHAM
COMMISSIONER RONALD A. BRISÉ
COMMISSIONER JIMMY PATRONIS

DATE: Thursday, June 16, 2016
TIME: Commenced at 6:00 p.m.
Concluded at 7:56 p.m.

PLACE: Museum of Arts and Sciences
352 S. Nova Road
Daytona Beach, Florida 32114

FLORIDA PUBLIC SERVICE COMMISSION
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.
<table>
<thead>
<tr>
<th>NAME</th>
<th>PAGE NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>JIM JUDGE</td>
<td>27</td>
</tr>
<tr>
<td>JOHN MORBITZER</td>
<td>29</td>
</tr>
<tr>
<td>RON NEAL</td>
<td>32</td>
</tr>
<tr>
<td>WILLIAM CUMMINS</td>
<td>33</td>
</tr>
<tr>
<td>DEANA GAMMERO</td>
<td>36</td>
</tr>
<tr>
<td>DEBBIE CONNORS</td>
<td>38</td>
</tr>
<tr>
<td>HELGA Van ECKERT</td>
<td>39</td>
</tr>
<tr>
<td>STEVE SEARLE</td>
<td>41</td>
</tr>
<tr>
<td>SKIP KEATING</td>
<td>43</td>
</tr>
<tr>
<td>KEITH NORDEN</td>
<td>45</td>
</tr>
<tr>
<td>GREG SCHAMAUN</td>
<td>47</td>
</tr>
<tr>
<td>CATHY COATES</td>
<td>49</td>
</tr>
<tr>
<td>JOE SULLIVAN</td>
<td>51</td>
</tr>
<tr>
<td>MICHAEL UGARTE</td>
<td>53</td>
</tr>
<tr>
<td>ERIC MEYERS</td>
<td>56</td>
</tr>
<tr>
<td>NANCY KEEFER</td>
<td>59</td>
</tr>
<tr>
<td>BILL HINEBAUGH</td>
<td>62</td>
</tr>
<tr>
<td>MICHAEL BREEN</td>
<td>66</td>
</tr>
<tr>
<td>PETER D'AGRESTA</td>
<td>67</td>
</tr>
<tr>
<td>NED HARPER</td>
<td>69</td>
</tr>
<tr>
<td>JOEY POSEY</td>
<td>71</td>
</tr>
</tbody>
</table>
## WITNESSES

<table>
<thead>
<tr>
<th>NAME</th>
<th>PAGE NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>LORI GILLOOLY</td>
<td>74</td>
</tr>
<tr>
<td>BOBBY BALL</td>
<td>77</td>
</tr>
<tr>
<td>TOM ROBERTS</td>
<td>79</td>
</tr>
<tr>
<td>BRET NIELSEN</td>
<td>80</td>
</tr>
<tr>
<td>MAREDY HANFORD</td>
<td>82</td>
</tr>
<tr>
<td>WALTER HANFORD</td>
<td>84</td>
</tr>
<tr>
<td>BILL TERNENT</td>
<td>87</td>
</tr>
<tr>
<td>LEANETTE GORE</td>
<td>88</td>
</tr>
<tr>
<td>PHILIP RESTINO</td>
<td>90</td>
</tr>
<tr>
<td>BRETT BRACEWELL</td>
<td>93</td>
</tr>
<tr>
<td>PETER KOURACAS</td>
<td>93</td>
</tr>
<tr>
<td>ROY JOHNSON</td>
<td>95</td>
</tr>
<tr>
<td>DENNIS MCDONALD</td>
<td>98</td>
</tr>
<tr>
<td>NUMBER</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>9</td>
<td>Affidavit of Publications</td>
</tr>
<tr>
<td>10</td>
<td>Cummins documents</td>
</tr>
</tbody>
</table>
CHAIRMAN BROWN: Okay. Good evening, everyone. I'd like to welcome you to this costumer service hearing in the Florida Power & Light rate case. If you could, please, take your seats, and I'd appreciate that.

My name is Julie Brown, and I have the privilege of being Chairman of the Florida Public Service Commission. And I'm delighted to be here in this beautiful facility that's very unique for a customer service hearing, I may add. We -- our place that we had it the previous time that Florida Power & Light had a rate case has closed, so the museum has graciously offered it to us. So we really -- we appreciate it. We appreciate you all understanding. It is a nontraditional facility, but it's a little fun, so maybe we could all go to the planetarium afterwards and enjoy it.

So I'd all -- we have -- with me today are the Commissioners on the Florida Public Service Commission, although we are missing one who is very ill and has probably infected all of us. She's been traveling with us doing these customer service hearings, and she had to leave because she is very sick. But I'd like to give the Commissioners an opportunity to introduce themselves.
and welcome you all to this customer service hearing,
starting with my colleague Commissioner Brisé.

COMMISSIONER BRISÉ: Hello. Good evening. My
name is Ronald Brisé, and I'm glad to be here with you
this evening. We want to hear from you, and we are very
interested to hear about your experiences and what your
thoughts are on the proposed rate plan by Florida Power
& Light. So thank you for being here this evening.

COMMISSIONER GRAHAM: Good afternoon or
actually good evening. My name is Art Graham, and ditto
to what he said.

COMMISSIONER PATRONIS: Good evening. Thank
you for your attendance. My name is Jimmy Patronis, and
this is my first time here at a rate hearing for FP&L
here in Daytona Beach. I look forward to your
commentary and will take all your thoughts and feelings
into consideration.

CHAIRMAN BROWN: Thank you, Commissioners.

Staff counsel, will you please read the
notice.

MS. BROWNLESS: Yes, ma'am. 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, we'll take appearances of counsel. And I just want to inform counsel that the podium is right there, so please, starting with Florida Power & Light, please make your appearance.

MR. BRYAN: Thank you, Chairman Brown and Commissioners.

Good evening. My name is Patrick Bryan, and I represent Florida Power & Light Company. Thank you.

CHAIRMAN BROWN: Office of Public Counsel.

MR. KELLY: Thank you. Excuse me. Thank you, Madam Chair.

Good evening. My name is J.R. Kelly. I'm with the Florida Office of Public Counsel, and we're appearing here on behalf of the ratepayers of Florida Power & Light.

CHAIRMAN BROWN: Thank you.

MR. WRIGHT: Good evening. Thank you, Madam Chairman.

My name is Robert Scheffel Wright. I represent the Florida Retail Federation in this proceeding.

CHAIRMAN BROWN: Thank you so much.

And first off before we begin the proceeding, I just want to thank you all for taking the time out of
your schedules to come here tonight. You could be doing a lot of different things, so we really appreciate you coming to testify before us tonight. And this is your meeting. This is -- that is the primary purpose of this service hearing. And it's an opportunity for you to express your thoughts, concerns, comments related to the company's request.

Later on in the process, later in August, we will have a technical hearing that will go for about two weeks where we'll take evidence, and the Commission will evaluate the substance and evidence of the case and then ultimately make a decision later on in the year. But this is a very important part of our overall process, so we appreciate you being here today.

I want to note that there are Florida Power & Light customer service representatives here to talk about any billing or service issues that you may have, and you may address it with them after you testify or beforehand. And if you have a question for the Public Service Commission, for us specifically, we have staff here.

And I'm just going to read through the variety of staff members we have here for the record, so please if you'll entertain me on that. We have from our Accounting and Finance Department, we have Bart
Fletcher; we have Economics, Judy Harlow; Engineering, Tom Ballinger; General Counsel, Suzanne Brownless; our Public Information Office, we have Dick Durbin, Cindy Muir, and Kelly Thompson; our very special court reporter, Linda Boles, is here, who is transcribing this meeting today.

So this is an official hearing. It will become part of the official record in this docket. So as such, you will need to be sworn in, and we'll get to that in a little bit. And I want you to understand that part of the swearing in process and the testifying before us subjects you to cross-examination. And it's not scary or anything, but any of the Commissioners up here can ask you questions as well as any of the parties. And so that can occur too.

But at this time, I would like to ask you all to please silence your phones or other devices so that we can proceed accordingly and not have any interruptions during the flow of this customer service hearing.

We are having nine customer service hearings around the state, and we really strive to run a very efficient proceeding, so we ask that you be respectful, mindful of your fellow neighbor. Please don't make any interruptions. Please don't scream, yell, clap. We
would -- we really do appreciate the professional nature of these proceedings, so we ask you to abide by those too accordingly.

And you may have noticed when you signed in up front that there were sign-up sheets. And if you would like to speak, you do kind of need to sign up for that in advance. If you are -- don't like to speak in public and you'd rather write some comments, you can do that as well. We have written comments that we take into consideration. You could submit those today. You could mail them in, you could bring them to your neighbor, but we will treat them equally along with the verbal comments. So whether your comments are made today or in writing, they're given the same weight that is due.

And now I would like to invite the parties and the intervenors to present brief opening statements in the following order: Florida Power & Light, Office of Public Counsel, and Florida -- and Retail Federation. FPL, the petitioning party, has six minutes; Office of Public Counsel has six minutes; and Retail Federation has three minutes. And so with that, if you could turn your attention to the podium, we will have Mr. Bryan from Florida Power & Light.

MR. BRYAN: Thank you, Chairman. Good evening again. Before you hear from Marlene Santos, who is

FLORIDA PUBLIC SERVICE COMMISSION
FPL's Vice President of customer service, I wanted to briefly reiterate one thing that Chairman Brown mentioned briefly, and that is that FPL has brought several customer service representatives to the building tonight. They are available to meet with you. If you have a question about your bill, a problem with your service, they've got computers hooked up so they can access your account information right away, and they'll do their very best to answer your question or solve your problem tonight. And they're located in a room, we have a sign out, that's a customer assistance room. It's up that hallway and to your right. Okay. Marlene.

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

As a regulated energy company, the Public Service Commission oversees our operations and sets our rates to ensure we are delivering safe and reliable power 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 better than average performance. That's why we're proud to provide 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 just a portion of your 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 but 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 FPL bill.
While fuel prices will always have an impact, it is important to remember that a key reason for our low bills is the fact that we now use less fuel because of our investments in cleaner, more efficient power plants. Since our last base rate request four years ago, we have been investing billions of dollars to continue to improve your service. In fact, we've invested more than we've made, but many of those costs are not included in the rates that 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 Florida Power & Light. 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 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 allows us to identify potential outages before they happen and take action to prevent them. And when outages do occur, we can respond quickly.

FLORIDA PUBLIC SERVICE COMMISSION
and more efficiently, reducing the length of time that your power is out. We're continuing 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 respond to storms. We've strengthened many of the main power lines that serve critical community facilities. Right here in the Daytona Beach area, we're strengthening the main power lines serving the Volusia County Fire Station at Daytona Beach Fire Department headquarters, the Brennan Water Treatment Plant and wastewater treatment facility in Port Orange and Ormond Beach, as well as Halifax Health Medical Center and Florida Hospital Memorial Medical Center.

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 U.S. 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 our customers in need with payment assistance, and we have employees here today that can help. We've asked local customers who have said they value our service if they would be willing to share their thoughts today.

All of us -- Florida Power & Light; the Public Service Commission; Mr. Kelly, who represents all of our customers in this process; and the other parties here today -- look forward to hearing from you. At FPL, we're proud to be part of Florida, and we work hard every day to provide you affordable, clean power 24 by 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 for being here today and for the opportunity to serve you.

CHAIRMAN BROWN: Thank you so much, Ms. Santos.

And now we have Mr. Kelly with the Office of Public Counsel.

MR. KELLY: Thank you, Madam Chair.

And good evening -- excuse me -- good evening again. My name is J.R. Kelly, as I mentioned earlier, and I have the pleasure of representing you, the ratepayers of Florida Power & Light. Our office
represents the residential customers, the commercial
customers, and the industrial customers of Florida Power
& Light, every customer of Florida Power & Light.

Why are we here tonight? We're here because
Florida Power & Light has filed a request for a
$1.3 billion annual increase in their rates, and they
want to get it in three separate years. They want
$866 million additional starting next year, another 600
-- excuse me -- another $262 million in 2018, and then
midway through 2019 another $209 million.

We've intervened in this case, we've hired
seven expert witnesses, and we will be contesting
everything that we do not feel Florida Power & Light has
been prudent and reasonable in what they're asking for.

We have not been able to identify yet all the
issues that we're going to testify and contest, but I
want to name -- at least give you a few of the areas
that we have identified so far.

The first one is excess profit. Florida Power
& Light is asking for a return on equity of 11 percent.
We believe that that is excessive and is not warranted
in today's economy. And when you compare it to what
other utilities in Florida and around the nation have
been awarded, we believe it's too high. Our expert is
currently reviewing all of the information and evidence
in the case, and he is going to be recommending a return on equity somewhere around or below 9 percent.

    Now let me put that in perspective. One percent, or 100 basis points, means you pay Florida Power & Light another $240 million per year. So if you go from 11 percent, what they're asking for, down to 9 percent, what we will be recommending, or somewhere below that, that's 400 -- excuse me, 440 -- excuse me -- $480 million a year that would be reduced from your rates. Folks, that will not, it will not affect the safe, adequate, and reliable service that Florida Power & Light is providing you today. It is excess profit.

    Another issue that we've identified is capital structure. The way a corporation raises capital is two ways. One is equity. They sell shares. Shareholders buy into the company. That's equity. Another way is debt. And debt is raised -- debt equity -- excuse me -- debt capital is raised when a company goes and borrows money or sells bonds.

    Now in this particular case, when a company goes out and sells shares to raise equity capital, that is more expensive than debt capital. So you would expect a prudent utility to look for and get an even balance of their equity and debt ratios when they're raising capital.
Let's look at the facts of this case. Their own expert, who is recommending an 11 percent ROE, return on equity, as being reasonable, is using a proxy group of comparable utilities from around the United States. They have an equity ratio of 48 percent. Keep that in mind, 48 percent. NextEra, who is Florida Power & Light's parent company, has an equity ratio of 44 percent. The expert that Florida Power & Light is using -- excuse me -- the equity ratio that Florida Power & Light is asking for in this case is 60 percent, 60 percent compared to the 48 and 44. Our expert is going to be recommending a 50/50 split. We think that is more than fair and reasonable, especially when you compare it to their own expert's proxy group of 48 percent and NextEra, their parent, who has a 44 percent equity ratio.

What does that mean to you? The difference in going from 60 percent to 50 percent is $359 million per year that you, the ratepayers, would pay. That will not affect the safe, adequate, and reliable service that you get from Florida Power & Light. It is excess profit.

In addition, Florida Power & Light is asking for a 50 -- excuse me -- 50 basis points, or .5 percent, bonus profit margin because, one, they have the cheapest rates in Florida, and, two, they're a good utility.
Folks, I don't argue that they're a good utility, but we oppose them having a performance adder, which is nothing more than $120 million more a year you would pay into the pockets of their shareholders simply because they want it.

Folks, let's keep in mind they are a monopoly. You have no say-so in who your electric provider is.

And, number two, the bottom line is this: They should not be rewarded for doing what they're supposed to do. They're supposed to provide you safe, adequate, reliable service. They do that. They should not then make you pay them additional profit.

There's some other areas that we have yet to identify dollar-wise but some areas that we're going to be looking at -- depreciation expense, storm hardening, vegetation management expenses, et cetera -- that we will be recommending some decreases later on in this case.

Now let me say what this case is not about.

**CHAIRMAN BROWN:** You have 20 seconds left.

**MR. KELLY:** Okay. This case is not about personalities. Florida Power & Light is a very good company. It's manned by very, very good employees. We do not dispute that, ladies and gentlemen.

What this case is about is Florida Power &
Light has the obligation, the burden to prove that everything they're asking for is reasonable and prudent, and we will contend everything that we do not think that they meet that burden.

Please take this opportunity tonight to come and speak and tell the Commission what you think about the quality of service and what you think about the rate case, and I look forward to your comments. Thank you.

CHAIRMAN BROWN: Thank you, Mr. Kelly. Thank you so much for your opening statements.

Now we will turn to Florida Retail Federation, Mr. Schef Wright.

And, again, I'd like to thank the customers here in the audience for turning their attention, again, it's a little unconventional, but thank you for, you know, looking over there. Thank you.

Mr. Wright, you have the floor.

MR. WRIGHT: Thank you, Madam Chairman, Commissioners.

Good evening. My name is Schef Wright. I was born and raised in Miami. I want to tell you I'm especially glad to be here because I have a special place in my heart for Daytona Beach. My dad was born here 99 years ago. He passed away a couple of years ago, but he had a long, happy, healthy life, and I'm
proud to be his son.

I've worked in energy in Florida for more than 35 years, including service on Governor Bob Graham's Energy Office and seven years of service on the staff of the Florida Public Service Commission before I got a break and went to law school.

In this proceeding, I have the privilege of representing the Florida Retail Federation, a statewide organization of more than 8,000 members from the largest groceries, pharmacies, department stores, big box stores, electronic stores and so on, to thousands of mom and pop establishments.

On behalf of our stores, our companies, our employees, and on behalf of you, our customers who come shop in our stores, we work alongside with, we advocate with, we fight with your public counsel, Mr. Kelly and his staff, for lower rates, for the lowest possible rates that are still consistent with Florida Power & Light doing its job of providing safe and reliable service. We know nothing is free, and we want a healthy Florida Power & Light Company.

FPL is a well-run company. They have a wonderful fleet of efficient power plants. They have thousands of dedicated workers. But that's not what this case is about. This case is about how much money
they need to provide safe and reliable service.

We oppose their increase. Why? Because next year, 2017, their own filing shows that they can pay all their costs, all their employees, all the fuel, all the materials and supplies, everything else, pay all their interest on their bonds, and still have more than $1.6 billion of profit. They want -- next year they want another $866 million of y'all's money as additional profit. We believe this is excessive.

They want an after-tax rate of return of 11.5 percent. That's before tax of 18.7 percent. We believe that's excessive. Even a 9 percent return, such as will likely be advocated by the Public Counsel's witness, is plenty. That's 14.4 percent before taxes, folks. 11.5 percent is just excessive. We are confident that when all the evidence is in --

**CHAIRMAN BROWN:** You have about 30 seconds.

**MR. WRIGHT:** Thank you, ma'am. I'm almost done.

We are completely confident that when all the evidence is in and considered and weighed, it will show that Florida Power & Light can do its job, provide safe, adequate, reliable service, and earn a reasonable return with no increase at all in 2017 and, at most, modest increases in 2018 and 2019. This is your hearing. Tell
the Commissioners what you think. Thank you for coming.

    CHAIRMAN BROWN: Thank you, Mr. Wright, for your opening statements.

    MR. WRIGHT: Thank you.

    CHAIRMAN BROWN: I appreciate it.

    At this time I believe Mr. Bryan has an exhibit that he would like to proffer. It would be Exhibit 9.

    MR. BRYAN: Thank you, Chairman Brown. Yes.

    At this time, I'd like to offer an affidavit of publication from the News Journal, which is a local newspaper of general circulation. The affidavit demonstrates that FPL advertised this quality of service hearing to the general public in accordance with the Commission's instructions.

    (Exhibit 9 marked for identification.)

    CHAIRMAN BROWN: Thank you. Mr. Durbin will take that from you, and I appreciate that.

    And I know it's been a long day for so many of you here, it's been a long day for us, and the most important part of this day right now is here, and that is the public comment portion. And, again, like I said before, this is your meeting, and we want to give every customer here an opportunity to be heard who has signed up to speak.
Each customer will have three minutes to speak. You'll go to the mic, the podium over there. We don't have a reserve seating over there. But Mr. Kelly will be calling up the people who have signed up in order. He'll call up two at a time. The first person is the one that'll go. The second one will be on deck. And please be advised, though, that you do have three minutes to speak. When it gets to yellow, you have about 30 seconds roughly, so you should be wrapping it up. When it gets to red, unfortunately we're going to have to ask you to stop because we'd like every person to have an opportunity to speak. You need to be considerate of all of the neighbors that are here today and use only the allotted time that has been allocated. So we really appreciate your consideration of all of that.

At this time, for all of those who would like to speak tonight, please rise. We'll be swearing you in today together. And raise your right hand with me.

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

(Collective affirmative responses.)

(Witnesses collectively sworn.)

Thank you. Please be seated. Thank you.

When you come to the microphone, if you could, please,
do the following: Please state your name clearly. This -- again, this is an official part of the hearing and it is being transcribed. So we do have a court reporter, who is sitting here who is transcribing every word that we say. Please speak clearly. Please speak your name, your address, your telephone number, and whether you're an FPL customer or not, and we do appreciate that. Again, Mr. Kelly will be calling out the names. And so with that, Mr. Kelly, please call your first customer.

MR. KELLY: The first customer is Mr. Jim Judge, followed by Mr. John Morbitzer.

CHAIRMAN BROWN: Good evening.

MR. JUDGE: Good evening, Madam Chair, members of the Commission. My name is Jim Judge, and I'm the emergency management director for Volusia County. My home address is 823 Black Duck Drive in Port Orange, Florida.

I was asked to come tonight to speak by Larry Volenec. And, of course, in any community and certainly here in Volusia County, it's all about partnerships as we prepare for disasters and they impact our community, and I would tell you that there's no better partner than FP&L. Larry is at our training, our planning and exercise meetings. Larry also serves on a select group
as the manager's advisory group providing critical information to the county manager during times of disaster. You know, we -- we're always planning and preparing for potential disasters that could come to Volusia County, and we meet multiple times a year to talk about not only what's going on with improvements in the infrastructure and what's happening, but also ways in which we work together. Because in a disaster, in a situation like a tropical storm or a hurricane, we obviously have to get the roads cleared. If there are power lines down, we can't move. So it's important to have FP&L at the table to be able to tell us what power lines are hot and what aren't and where we can go, because we want to not only get the roads cleared, we want to get FP&L in there to get the lines up, get the power turned on, but then also access for our fire, EMS, and law enforcement. If the lines are down, they can't do their job. So it's so critical that we have that open line of communications at all time.

Florida Power & Light has a seat in the emergency operations center. They're there for our planning and training and, again, our hurricane exercises, and they even come in on a quarterly basis to provide updates to our community partners on what's taking place within their operation.
So I appreciate the opportunity to speak on their behalf. Again, they're great community partners, and it's just great to have the relationship and the ongoing partnership that we have.

CHAIRMAN BROWN: Thank you, Mr. Judge.

Commissioners, any questions?

Mr. Kelly.

MR. KELLY: Yes. Thank you, Madam Chair.

Mr. Judge, does the Volusia County Emergency Management support this $1.3 billion rate increase?

MR. JUDGE: No, sir, I'm not able to speak to the increase. Certainly we understand that, you know, maintaining things costs money, but I'm not authorized to speak on that behalf.

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

MR. JUDGE: Yes, sir.

CHAIRMAN BROWN: Thank you for your testimony.

Next customer, please.

MR. KELLY: After Mr. Morbitzer will be Ron Neal.

MR. MORBITZER: Good evening, Madam Chair and ladies and gentlemen. Thanks for hearing me out. And I'm the facility manager for CSX Transportation, and we have multiple services with FP&L. I also work with many
other electric companies: JEA, Georgia Power, a lot of competitors. We have -- and I cover a territory from Georgia to -- the middle of Georgia through all, down through Miami and clear over to Mobile. So I've worked very close with my customer representative with FP&L, and he's been a great customer representative.

They let us know ahead of time if they're having problems with the transformers so I can help them get it changed out. If we're having meter problems, I can help them get them changed out and taken care of. He helps us take care of the traveling public. And as you know, they provide service for us for crossing protections, flashers, and gates, radio bases, multiple, multiple services that have helped us, CSX Transportation, help the traveling public.

And I am also an FP&L customer myself, you know, living in the state of Florida. But I just wanted to let y'all folks know that FP&L has done a really good job helping us take care of the traveling public.

CHAIRMAN BROWN: Thank you. Can you please spell your last name?

MR. MORBITZER: It's M-o-r-b-i-t-z-e-r.

CHAIRMAN BROWN: Thank you.

Commissioners, any questions?

Mr. Kelly.
MR. KELLY: Mr. Morbitzer, did someone from FPL or someone ask you to testify tonight?

MR. MORBITZER: They didn't say testify. My -- I have a company representative, Mr. Greg Cope, who I have very good rapport with, and I also work with Lucretia Allen. And like I said, I've depended on him to provide us service, CSX, when we need, you know, some service, and they take care of us. And then he also said if I could, if the company didn't mind, if I could come by and speak if I could, and I was more than happy to help him out.

MR. KELLY: All right. And does CSX support this $1.3 billion rate increase?

MR. MORBITZER: Sir, at that point in time I haven't talked to our legal counsel. I'm not at liberty to go into that. I talked to my manager, you know. He said he didn't have a problem with him. But I haven't talked to our legal counsel, and I don't want to get into that.

CHAIRMAN BROWN: Thank you.

MR. KELLY: Okay. Thanks.

MR. MORBITZER: But, you know, we're also a company with 33,000 employees and --

CHAIRMAN BROWN: Sure thing. Thank you.

MR. MORBITZER: All right. Thank you, folks.
CHAIRMAN BROWN:  Thanks for your testimony.

Next customer, please.

MR. KELLY:  After Mr. Neal is Mr. William Cummins.

MR. NEAL:  Hello.  My name is Ron Neal, and I live at 24 Spinnaker Circle here in south Daytona Beach. I'm speaking in reference to industry as well. I work at Edgewell, which most folks don't know that company, but we make Hawaiian Tropic and Banana Boat suntan lotion here in Ormond Beach, so.

Florida Power & Light, I got involved with them in 2007 when Playtex initially purchased Hawaiian Tropic, and they've helped make a tremendous amount of infrastructure improvements feeding -- to get our reliability up at the plant. We had some reliability issues back then, and it's greatly improved. And I've been dealing with Duke Power, Delaware Electric Co-op, others around the country, and Florida Power & Light is on par with the best of the best. So thank you for your support here.

As far as the rate increase, no one likes to see a rate increase obviously, but I trust the system. I'm very glad I'm not on the Commission and have to make this difficult decision here.

But the only other comment I'd like to make

FLORIDA PUBLIC SERVICE COMMISSION
too was for industry, if there's other ways with the
rate increase that we can earn back credits, like the
time of use programs are really helpful. I'd like to
look again at some of the rebate programs. I know that
there were legal issues, like, with the roofing
programs, things like that, but any way that you can use
incentives.

Solar power, Florida is one of the largest
sunny states, but it's nowhere near in the nation for
solar. And we would consider that at our facility,
solar incentives, things likes that, that could help us
have programs as far as that goes.

CHAIRMAN BROWN: Thank you, Mr. Neal. And I
did recognize that there are Florida Power & Light
customer service representatives here. They'd be happy
to talk to you about those specific items.

Commissioners, any questions?

Mr. Kelly.

MR. KELLY: After Mr. -- I'm sorry. After Mr.
Cummins is Deana Gammero. I hope I pronounced that
right.

CHAIRMAN BROWN: Good evening.

MR. CUMMINS: Good evening to all the panel
members. I have some eight pages of written testimony
to enter into the record.
CHAIRMAN BROWN: Mr. Durbin will take that from you, and that will be labeled as Exhibit 11 (sic). But, of course, we do need your full name and address.

MS. BROWNLESS: Madam Chair, it's 10.

CHAIRMAN BROWN: Everybody tells me it's 10. It's 10. Ten, Exhibit 10. Your time has not begun yet, sir.

(Exhibit 10 marked for identification.)

MR. CUMMINS: Okay. Thank you.

CHAIRMAN BROWN: Can you just hold on one second to see if we have -- if we could get that to Public Counsel.

Mr. Cummins, you may begin.

MR. CUMMINS: Thank you, Madam Chairman, -- Chairperson, I should say. My name is William A. Cummins. I live in 807 Black Duck Drive in Port Orange, Florida. I've been there for 30 years. I'm a retired Florida professional engineer, and that's what's brought me here. And so I have a, in my testimony I have a brief presentation that I'd like to read into the record for everyone to hear.

So my testimony, my verbal testimony today is guided solely by my professional engineering oath to protect the health, safety, and welfare of the public above all else. That's an oath I took 60 years ago --
no, 55 years ago. As servants of the public, all members of your Commission, I hope, have taken that same oath. I don't know if you take an oath when you become a member or not. Do you? Do you really?

Okay. All the dangers I presented to you in 2012 have been validated worldwide; therefore, I would direct my remarks toward the real culprits behind the smart meter horror in this area.

The only entities that benefit financially from the horror of a Florida Power & Light and -- are the Florida Power & Light and the meter vendors. Florida Power & Light is motivated by greed to sell private information, and the vendors to replace all the meters in the world. They seized upon the desires of world governments to track and control the lives of innocent populations. Smart meters are part of a worldwide smart grid, which CIA Director Jim Woolsey called stupid due to security problems. The horror was recently exposed in Seattle, Washington, when corporate level utility companies admitted smart meter technology as being equated -- being equated with -- with terroristic capabilities.

COMMISSIONER GRAHAM: Sir, you've got about 15 seconds left.

MR. CUMMINS: Okay. I've got to skip down to
the bottom then, but my testimony is with you. They are not private, these smart meters, they are not healthy, they're not green, and they're not safe. In addition to my printed testimony, please accept these remarks as proof of the horrors of smart meters. I hereby recommend that the Commission not only deny the Florida Power & Light rate increase, but investigate Florida Power & Light for smart meter grid terrorism.

COMMISSIONER GRAHAM: Thank you.

MR. CUMMINS: Because anybody -- any hacker can turn off our systems with the smart meters.

COMMISSIONER GRAHAM: Mr. Cummins, thank you for your testimony.

Commissioners, any questions?

Mr. Kelly?

MR. KELLY: No, sir.

COMMISSIONER GRAHAM: The next speaker, please.

MR. CUMMINS: Thank you.

MR. KELLY: After Ms. Gammero is Debbie Connors.

COMMISSIONER GRAHAM: Ms. Gammero, welcome.

MS. GAMMERO: Good evening. My name is Deana Gammero. I live at 205 Birkdale Drive, and I heard about this evening's meeting in the newspaper. I'm here
to share my customer service experience. I've lived in lots of places in the country and a couple of places in the world. And I'm just an average power user; I want to flick the switch and I want the lights to go on. And when I moved most recently was when I had the greatest appreciation for FPL because I just went online and I said, "I'm moving from here to over there," and the lights were on. It didn't happen like that for my water, it didn't happen like that for a lot of things.

So I'm glad it's you who has to figure all this out, but I would say as a customer I appreciate those kinds of ease of use. I like that the power is on more than it's off. And we live in a place where that doesn't have to be true all the time, so I'm glad you have to figure it out. But I am very appreciative and so is my family for the level of service and the consistency of service we get from FP&L.

COMMISSIONER GRAHAM: Thank you, ma'am. Thank you for your testimony. Can you hold a second?

Any questions?

Mr. Kelly.

MR. KELLY: Ms. Gammero, thank you for coming out tonight. You're with the Volusia Flagler YMCA?

MS. GAMMERO: Not why I'm here today, but that's who I work for.
MR. KELLY: Does Florida Power & Light contribute financially indirectly or directly to that organization?

MS. GAMMERO: They have supported our events before, yes, sir.

MR. KELLY: Thank you very much.

MS. GAMMERO: Thanks.

COMMISSIONER GRAHAM: Next speaker, please.

MR. KELLY: After Ms. Connors is Helga Van Eckart (sic), Eckhart (sic). Sorry. I butchered that.

COMMISSIONER GRAHAM: Ma'am.

MS. CONNORS: Commissioners, I'm Debbie Connors, executive director of the Port Orange South Daytona Chamber of Commerce and a Florida Power & Light customer from Port Orange, 6023 Heron Pond Drive in Port Orange, Florida. I wanted to say that Florida Power & Light has been an excellent community partner with us, and they have been supportive here and essential to the economy in our area. They are active in leadership at the chamber. And I was requested to come here by Larry Volenc to speak on their behalf, and I was happy to do so.

They have recently provided a free audit to our building, which is the Riverside Pavilion. We do several special events there. It's a 7,000-square-foot
building. So they were able to give us some helpful
hints on how we can reduce our utility bill. At home
they've been a great provider of utilities, and we
appreciate all the information. I'm also on the board
of Port Orange Family Days, and they've worked closely
with us to help us do the event even when the new poles
that they put up for a substation did affect our
carnival location. They worked closely with us to make
sure that we could relocate that. And they've been just
great community partners.

COMMISSIONER GRAHAM: Ms. Connors, thank you
for your testimony.

Commissioners, any questions?

Mr. Kelly.

MR. KELLY: Ms. Connors, is the Port Orange
Chamber of Commerce supportive of this $1.3 billion rate
increase?

MS. CONNORS: We have not discussed the rate
increase, and I'm not here to speak on that.

MR. KELLY: Thank you, ma'am.

COMMISSIONER GRAHAM: Next speaker, please.

MR. KELLY: Helga -- I apologize.

MS. Van ECKERT: Van Eckert. It's okay.

MS. BROWNLESS: What's the last name?

MS. Van ECKERT: Van Eckert.

FLORIDA PUBLIC SERVICE COMMISSION
MR. KELLY: Van Eckert. And after Ms. Van Eckert is Tim Carnago.

COMMISSIONER GRAHAM: Mr. Van Eckert, please.

MS. VAN ECKERT: Good evening, and thank you for the opportunity to speak tonight. I am a FPL customer. I live in Palm Coast. And I'm also an economic development professional within the area, within the FPL area. I'm here this evening not to speak about the rate, but like many others that have spoken before me, I'd like to just express what a great partner FPL has been for us and how they do work with us on when we have projects that we're trying to either bring into the area or to expand in the area. They're a great economic development partner.

COMMISSIONER GRAHAM: Thank you, ma'am.

Commissioners, any questions?

Mr. Kelly.

MR. KELLY: After Mr. Carnago is Steve Searce (sic).

MR. SEARLE: Searle.

MR. KELLY: Searle. I'm sorry.

COMMISSIONER GRAHAM: What was that other name?

MR. KELLY: Tim Carnago.

(No response.)

FLORIDA PUBLIC SERVICE COMMISSION
COMMISSIONER GRAHAM: Not here.

MR. KELLY: After Mr. Searle is Skip Keating.

COMMISSIONER GRAHAM: Mr. Searle, come on down. You are to the mic, sir.

MR. SEARLE: Good evening. Steve Searle. I live in Ormond Beach, 3949 Tano Drive. Moved here in 1956, so I've been here through a few storms, et cetera, et cetera. The posting in the paper brought this to my attention this evening to be here.

I'd like to share just a couple of things. I'm a service director for Cadillac Motorcar or Lloyd Buick Cadillac, Ritchey Cadillac. We moved to Nova Road, new facility. Had a humongous transformer got hit by lightning. That put a bunch of folks out of work. Everybody is on commission. Called FP&L. They moved mountains. They rented a crane -- excuse me -- found a transformer at another location, had us back in business in about five hours. I don't want to see that level of service disappear. You can still put the transformer in in two days and call that service, but when it happens in five hours, somebody has gone above and beyond.

A couple of years ago I bought two new hangars up at the airport. I own Ormond Aircraft up there. I wanted to get the meter rolling. I'm ready to have to go down, stand in line and all of that. Made a phone
call. "Can you tell me the number on the meter?" I'm on my phone. I went around, gave them the number. Within about three minutes on the phone somebody checked my credit, checked my references at my other FP&L meters, turned the power on just like that. I don't want to see any of that go away.

FP&L is definitely customer oriented. You get a real value for your dollar. There's not a person in the room that wouldn't be on the phone if a hurricane went through tonight begging to get your power back on.

I would have to vote for an increase based on my usage of the power. To what extent with the numbers, I don't know. All I know is I need power and I want it now. And the level of service -- I'm not going to take my bride to McDonald's for her wedding anniversary. I go somewhere like Stonewood's. So if we want to maintain a level of service -- you get it, think, put all that in gear, okay -- if you want all the amenities to go with it, you're going to have to pay for it. So I'm in pro, favor. Thank you.

CHAIRMAN BROWN: Thank you, sir. One second, sir. One second.

MR. SEARLE: Excuse me. I'm sorry. Excuse me.

CHAIRMAN BROWN: Commissioners, do you have

FLORIDA PUBLIC SERVICE COMMISSION
any questions? Thank you.

Mr. Kelly.

MR. KELLY: Thanks, Madam Chair.

Mr. Searle, did someone ask you to come and
speak tonight?

MR. SEARLE: I came on from the newspaper
article, and spoke to somebody in FP&L about what was
this all about. I grew up here, went to school with
Sammy Hannah (phonetic), Don Block (phonetic). I could
name you some more. They all work for FP&L. Ben Curry
(phonetic).

MR. KELLY: I -- I'm not familiar with
those -- those are employees of FPL? I'm sorry. I
don't know the names.

MR. SEARLE: From the '60s and '70s, yes, sir.

MR. KELLY: Thank you, sir.

CHAIRMAN BROWN: Next customer.

MR. KEATING: Hi, my name is -- my name is
Skip Keating, and I'm a professional volunteer in Ormond
Beach. And I'm here to talk about my services that I
get from FPL. My electric bill out of my 2,500 square
foot house was $96 a month and now it's $84 a month.
I'm impressed with the great electrical service that I'm
getting at the great price. I also take advantage of
FPL's yearly averaging program, which helps to keep my
rate the same all year-round. I have two dogs, schnauzers, and I live in a fenced yard and nobody enters my yard anymore to check my meters. The dogs don't bark, the meters run electronically, and the bill comes electronically. I'm very happy with that. I also have the electrical On Call program. FPL pays me each month, but I never notice any air conditioning drop because of the recall. I'm happy with that.

We, as you know, just had a storm, Colin, and it reminds me of the power outages of 2004 and 2005. During the hurricanes, I purchase a generator to keep my refrigerator and fans going because I lost so much during those storms. I've never used it. Thank you, FPL.

This year FPL installed huge 25-foot-high concrete electrical poles on Beach Street in Ormond Beach. They look very solid, and I hope they'll withstand future hurricanes and prevent outages.

We blew an electrical ground transformer in my yard last year. FPL was out in one hour and replaced the old generator and restored our power within two hours. Made we very happy and also made my neighbors very happy.

In summary, I tell you, I'm happy with FPL and I'm happy with the service that I get from them. And I
would support an increase for FPL as long as they invest in wind and renewable sources and solar and hydroelectric to offset that. Thank you very much.

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

Mr. Kelly.

MR. KELLY: And I apologize, I can't read --

Keith, is it Norden?

MR. KEATING: Skip Keating. Oh, I'm sorry.

MR. KELLY: The next speaker. I'm sorry.

CHAIRMAN BROWN: Thank you. Next speaker.

Thank you. Have a good night.

MR. NORDEN: Thank you. That was excellent.

Keith Norden, N-o-r-d-e-n. That's my handwriting.

MR. KELLY: One second. Will be followed by Greg Schamaun. Sorry.

MR. NORDEN: And I'm at 231 Riverside Drive in Holly Hill, Florida. I'm an FP&L customer. I'm here as an economic developer. I've spent 27 years in economic development, and I lead a public-private partnership here in Volusia County. I must tell you that we have three utilities investing in us. In addition, 94 other investors, but we have Florida Public Utilities, Duke Energy, and FP&L. And tonight I'm speaking for myself as an economic developer and an FP&L customer. I'm not
speaking for the organization.

As I said, I've spent many years in economic
development, most of those years in Virginia, some of
the years on the west coast of Florida outside of FP&L's
service territory, and then I was very pleased to move
into FP&L when I moved to Daytona Beach. That was four
years ago.

I just wanted to tell you what a great
economic development partner they have been for our
organization and me as an economic developer. They have
provided outstanding service for our projects as we try
to recruit projects from all over the world. And they
have provided programs for economic developers all over
the state, including powering the illumination program
where they bring in site selectors from around the
country at their cost and educate us, as well as
sponsoring the PoweringFlorida website that's used
nationally by site location consultants. So they've
been an excellent, excellent economic development
partner.

CHAIRMAN BROWN: Thank you for your testimony.

Commissioners, any questions?

Mr. Kelly.

MR. KELLY: Thank you, Madam Chair.

Mr. Norden, does Florida Power & Light
contribute financially?

    **MR. NORDEN:** Yes, they do.
    
    **MR. KELLY:** Okay.
    
    **MR. NORDEN:** They do. They're one of the three utilities, Duke Energy as well as the -- as well as Florida Public Utilities.
    
    **MR. KELLY:** All right. Thank you, sir.
    
    **MR. NORDEN:** Thank you.
    
    **MR. KELLY:** Appreciate it.
    
    **CHAIRMAN BROWN:** Next customer, please.
    
    **MR. KELLY:** After Mr. Schamaun is Kathy Coates.
    
    **MR. SCHAMAUN:** Good evening. My name is Greg Schamaun. I live at 1906 Clematis Way, Port Orange, Florida, and I am an FP&L customer. Although my reason for being here is more of a payback, I'm quick to complain when things don't go right and I don't get the services I think I should get. And I feel like I had to say it the other way, and I was commenting to an acquaintance of mine that I had noticed all the hardening that was going on, because as a corporate pilot, I fly all over the southeast, and I don't see a level of improvement that I see here. I've seen the power poles going up, many of them are concrete. I've lived here since the '70s. Actually I came down in the
'60s to go to Embry-Riddle. And I've been through almost every storm here. I've only left once. That's when the boss insisted that we get his $20 million airplane out of the area, so we flew it away.

But with the trimming of the trees and the hardening of the delivery systems and a lot of stuff going underground, I feel very confident that if there's another storm, and there will be, that I can expect at least very rapid service as far as getting things back online. And things like that cost money, and I understand that a certain amount of that goes to profit. But when I get good service, I'm willing to pay for it, and that's pretty much where I'm at.

CHAIRMAN BROWN: Thank you for your testimony.

Commissioners, any questions?

Mr. Kelly.

MR. KELLY: Yeah, thank you. Mr. Schamaun, is -- did someone ask you to come speak tonight from Florida Power?

MR. SCHAMAUN: No. I -- like I said, I noticed all the improvements going on. And I heard about this through the paper. And then I contacted a friend of mine, and he said you could come down here and speak, so I'm here.

MR. KELLY: Thank you. We appreciate you
being here.

    CHAIRMAN BROWN: Thank you. We are going to deal with the little light going on.

    MR. SCHAMAUN: I didn't break it.

    CHAIRMAN BROWN: But we can still proceed because the lights are working down there. So, Mr. Kelly, if you could call your next customer while Mr. Durbin works on that.

    MR. KELLY: After Ms. Coates will be Joe Sullivan.

    MS. COATES: Good evening, Commissioners. My name is Cathy Coates, and I am an employee of Council on Aging, a non-profit agency here in Volusia County. We rely very heavily on our partnerships with FPL. They are active on our board of directors and truly provide a great service to the seniors of this community.

    Council on Aging is a non-profit agency devoted to providing care and services to needy seniors. These are seniors living under the poverty level, and we are -- we do receive funding from federal and state funds and some local funding to include funding from the United Way, which Florida Power & Light is a strong partner in that endeavor as well.

    I'm not here tonight to talk about the increase, but what I am here to talk about is the
importance of two services that FPL offers the community. The first one being the Plus -- FPL's 62Plus Program, which enables many seniors to regulate when their bill is paid according to their deposit of federal money for those that are low income. And also for the Care, the Care To Share -- the Share To Care (sic) Programs that also offer incentives for seniors so that they can afford to stay in their own home, which is of utmost importance to most of us as we age. We don't want to be living in an industrial facility. We want to be at home where that's -- our homes mean the world to us. So in that endeavor, we appreciate the efforts of FPL and our community.

CHAIRMAN BROWN: Thank you very much for your testimony.

Commissioners, any questions?

Mr. Kelly.

MR. KELLY: Ms. Coates, does Florida Power & Light contribute financially directly or indirectly to your Council on Aging?

MS. COATES: Indirectly, yes.

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

CHAIRMAN BROWN: Thank you.

Next customer.

FLORIDA PUBLIC SERVICE COMMISSION
MR. KELLY: After Mr. Sullivan is Michael Ugorte (sic).

MR. UGARTE: Ugarte.

MR. KELLY: Ugarte. I was close.

MR. SULLIVAN: Good evening. My name is Joe Sullivan. I live at 1780 Concert Road in Deltona. I am an FP&L customer, and I'm the executive director of the Boys and Girls Clubs here locally.

I guess I was made aware of this meeting, and I wanted to come today because I know others are going to talk to you guys about rates, investments, and quality of service, but I wanted to talk to you about the quality of the people that work at FP&L and how they've helped out my organization.

For the last two years, FP&L has volunteered their personal time and sweat equity to make our clubs a better place. In Flagler County they helped build a community garden. Thirty people came out. They built picnic tables, constructed a community garden, and donated tools for the maintenance. The fruits and vegetables that are all donated to a local food bank, and the kids and local churches distribute those every month. So it's a great partnership. And at the Rossmeyer Family/Holly Hills Boys and Girls Club we've had the same type of partnership. They've come out and
renovated our club.

From my experience, FP&L is investing not only in our youth and community, but through volunteerism, and they want to have a cleaner, safer power grid. And the rate increase they're requesting would be an investment that I see, so.

I think a couple of people have referenced the hurricanes. I remember losing power in 2004 three different times. I could smell the garbage truck before I could see it because of all the rotten food. And, you know, we all know another hurricane is coming. I know a lot of this money is going to be invested into the power grid. So I think from the other speakers, they're using the money well. They're a great community partner.

I cannot speak for my organization because I report to a board, but personally I'm here to support the rate increase.

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

Mr. Kelly.

MR. KELLY: Mr. Sullivan, does Florida Power & Light contribute financially directly --

MR. SULLIVAN: Yes, they do.

MR. KELLY: Okay. Thank you very much.

CHAIRMAN BROWN: Thank you.
Next speaker, please.

**MR. KELLY:** After Mr. Ugarte --

**MR. UGARTE:** Ugarte.

**MR. KELLY:** -- is Mr. Eric Meyers.

**CHAIRMAN BROWN:** Good evening.

**MR. UGARTE:** Good evening. I'm going to be a little brazen and take this thing off.

Good evening, everybody. My name is Michael Ugarte, U-g-a-r-t-e. My home address is 118 North St. Andrews, Ormond Beach -- St. Andrews Drive, I should say. I represent Halifax Humane Society. I'm the CFDO, which is Chief Financial Development Officer, CFO/Head Development Officer, fundraiser. Larry Volenec, great person, great -- loves our mission, asked me to come out and speak on behalf of the over 25,000 animals that we represent and help save every day -- or every year, excuse me, at the Humane Society.

So during the summer of 2015, FPL conducted a business energy evaluation for the Halifax Humane Society. The evaluation outlined potential energy saving tips in addition to recommendations for a more energy efficient operation; in other words, allowing us to save more money so we could put it towards the animals, which is what we're in the business of doing as a non-profit.
As a result, we were made aware of multiple inefficient systems like dated lighting equipment, multiple stone age HVAC units, single pane windows from the '60s that had seen their fair share of Florida's tropical elements, and ceiling fans that honestly have been around longer than I've been on this earth. We welcomed FPL's non-profit energy makeover grant with open arms and paws, paws, once we realized how much money we could potentially save throughout their generous efforts. So thank you in advance.

At the flip of a switch, FPL quickly got to work. They provided volunteers and contractors to facilitate lighting equipment upgrades, HVAC upgrades, in addition to teaching our employees best practices in energy conservation efforts. They even enrolled the new and existing HVAC units across our shelter into FPL's business On Call program, which has helped to save a substantial amount of money. Being made aware of unnecessary expenses because of dated equipment has really helped our animal shelter put more money towards the animals. As a non-profit that relies on donations from private individuals and also corporate community partners like FP&L, we are extremely grateful for having been part of the non-profit energy makeover. As a non-profit selflessly serving Volusia County's homeless
animals since 1937, it is refreshing to see a company giving back to the local community. Thank you again.

CHAIRMAN BROWN: Thank you, Mr. Ugarte. Are you done?

MR. UGARTE: Well, I was going to say thank you on behalf of the 25,000 plus animals being served by Halifax Humane Society. FPL has demonstrated their power to care.

CHAIRMAN BROWN: Thank you.

MR. UGARTE: No problem.

CHAIRMAN BROWN: Commissioners, any questions? All right. Mr. Kelly has a question for you.

MR. KELLY: Mr. Ugarte, did you say that Florida Power & Light contributes financially directly or indirectly to your Humane Society?

MR. UGARTE: I'm not sure if you'd call it directly or indirectly, but through the grant program, through the non-profit energy makeover, we have new HVAC units in our stray kennels, which are all the animals that come off the streets. They're there temporarily for their comfortable transition when they're in that flux period whether they're owned or up for adoption. So does that answer your question?

MR. KELLY: I'm not sure.

CHAIRMAN BROWN: That sounds like a yes.
MR. UGARTE: I guess indirectly they do give, yes.

CHAIRMAN BROWN: All right. We have a Commissioner that has a question for you. Commissioner Brisé.

MR. UGARTE: Absolutely.

COMMISSIONER BRISÉ: Was that grant a competitive grant?

MR. UGARTE: I -- you know what, I'd be lying if I had to say yes or no. I am not aware because I came in at the tail end of the grant. As being relatively new to the organization, unfortunately I can't answer that question.

COMMISSIONER BRISÉ: All right. Thank you.

MR. UGARTE: No problem. Thank you.

CHAIRMAN BROWN: Thank you. Have a good night.

MR. UGARTE: Absolutely. My pleasure.

CHAIRMAN BROWN: All right. Next customer, please.

MR. KELLY: After Mr. Meyers is Nancy Keefer.

CHAIRMAN BROWN: Good evening.

MR. MEYERS: Good evening, Commissioners. I do appreciate the opportunity to stand before you for a few brief moments. My name is Eric Meyers, 2 Timber
Trail, Ormond Beach, Florida. Small business owner, family business, Riviera Country Club. We've been in business in the Daytona Beach area since 1953. So people have already spoke about hurricanes and so forth, and there's been a lot of applause geared towards FP&L and I can verify that, that our services over the years through hurricanes and businesses, you know, do seem to come first, you know, or at least they have response and we've been very pleased with that.

With that being said, the second issue I want to mention was -- it was an incident that happened about six weeks ago. And it's pretty interesting, and I'm going to try to make it short and specific, but it's going on throughout the country now because of new technology. I came in the office the other day and my son, who's general manager now, was on the phone and he's talking to a gentleman who said he was representing FP&L and our power is going to be cut off. And I hear my son going, "Well, no, no, no. We paid our bills." And now as I come in, I get out the bank statements, January, February, March, cash checks, here we go. He says, "I need to talk to a supervisor." Now he's getting mad. He said, "Dad, you better talk to them. I'm getting upset."

I get on the phone very professional. This
extension, FP&L. Now in order -- you know, "It's all in
the computer. I'm sorry. It may be on our part, FPL.
It may be, you know, but we have service people coming
to shut off your power."

Now we have a golf course. Now we've got
irrigation, we've got food, we've got things to take
care of. And they said, "Well, if it's on our part,
then we're going to give you a little reduction in your
wattage for the next six months. But all you need to do
is get a check down to this Winn Dixie, get it to us,
and then I can at least put it in the system and we can
forgo this."

Of course, you're in a panic mode. And I
usually don't consider myself gullible, but now here I
go. I've got a thousand dollars in my pocket getting
ready to go down. And they said, "We're going to cut
the power off," and this and that. I said, "If you cut
our power off, you're going to have more problems." And
I'm thinking, FPL, you're going to have more problems
than just, you know, reimbursement, you know. So I
finally got to a good representative, and I thought
about it, I'm pulling out of the parking lot. I said,
"This can't be right." We've got nine meters on our
facility and they're trying to tell me because of a
computer glitch or whatever that they're going to come

FLORIDA PUBLIC SERVICE COMMISSION
running. So a long story short, I said, "This ain't going to work."

**CHAIRMAN BROWN:** Thirty seconds.

**MR. MEYERS:** Okay. So later that night I find out a competitive golf course north of us had the same call. Then for -- a couple of weeks later out of fun I had my son call that phone number. This is Gulf Power, not FP&L. So it's a scam and that ain't right that this is happening. That's technology taking over. So I appreciate the opportunity to pass this on to FP&L and whatever. This is stealing.

**CHAIRMAN BROWN:** Thank you, Mr. Meyers. I think that is a very important message too, and it is prolific around our state. So thank you for pointing that nice --

**MR. MEYERS:** It's scary.

**CHAIRMAN BROWN:** -- story and sharing it with us.

Commissioners, do you have any questions? Thank you for your testimony. Next customer, please.

**MR. KELLY:** After Ms. Keefer is Bill Hinebaugh.

**MS. KEEFER:** Good evening. Nancy Keefer, 4253 Hidden Lake Drive, Port Orange. I am the president and
CEO of the Daytona Regional Chamber of Commerce, and I'm here to speak tonight of the great opportunity we have to work with FP&L specifically in the area of economic development and business utility needs.

We were made aware of the opportunity to speak because FP&L are incredible communicators in our community. I'm very honored and pleased to be able to be here to speak on behalf of FP&L this evening.

When working with potential new businesses, they often ask about the quality of our infrastructure, specifically that of our utilities, and often ask for rate comparisons since they're often from other states looking to relocate here. We certainly appreciate the competitive rates of FP&L that are well below the national average, and as this is often a deciding factor when businesses are looking to relocate to our state.

Our local businesses also have a great opportunity to take advantage of the many benefits that some people have mentioned earlier, whether that's the energy dashboards or the assessments. We all know that when they can help improve their bottom line, that this is going to result in a successful business and they're going to be able to hire more employees and jobs are good.

As you're well aware, in the state of Florida,
it's important that our electric company be strong and resilient as we experience severe weather extremes. The investment in the utility infrastructure and advancements in technology are very important. We should not take it for granted that the quality of service we receive will always be there without reinvestment in our infrastructure.

While nobody likes rate increases, I realize that it takes constant improvement and investment to ensure that the electricity will be there to run my home and run our business. I absolutely don't take it for granted that when I flip a switch, my lights are going to come on or my air conditioning is going to run. So as a resident I can tell you I get bills all the time and very rarely do they stay at the same rate.

My interactions with FP&L, both on a business level and as a resident, have all been extremely positive. Yes, FP&L is a member of our chamber, one of 1,100 members of our organization. Thank you.

CHAIRMAN BROWN: Okay. Thank you, Ms. Keefer.

Commissioners, any questions?

Mr. Kelly has a question for you.

MR. KELLY: Thank you, Ms. Keefer. Florida Power & Light, you said, is a member. Do they
contribute monetarily directly or indirectly?

   MS. KEEFER: All of our members contribute to
our organization in membership investment, yes. One of
1,100.

   MR. KELLY: And is the chamber in support of
this $1.3 billion increase?

   MS. KEEFER: I have not brought that before
the board for an official position of the organization.

   MR. KELLY: Thank you, ma'am.

   MS. KEEFER: You're welcome.

   CHAIRMAN BROWN: Thank you.

Next customer, please.

   MR. KELLY: After Mr. Hinebaugh is Michael
Breen.

   CHAIRMAN BROWN: Good evening.

   MR. HINEBAUGH: Good evening. My name is Bill
Hinebaugh. I'm here as an FP&L customer. Work-wise I
am an executive director of the Volusia Literacy
Council, which is a United Way agency. Prior to that,
I'm a retired executive from Embry-Riddle Aeronautical
University. Prior to that, I was a business owner in
Cleveland and came to Florida in 1999. I'm here tonight
to speak as a private citizen for FPL.

When my wife and I relocate in 1999, we built
a beautiful home in Ormond Beach, which we still reside
in 17 years later. We're on the west side of town in an area called Breakaway Trails. One of the first things we noticed was every time there was a storm, the lights went out. It's like, whoa, where did we move to? A Third World country. And I'm not here to criticize FPL, but the service was good but it wasn't totally reliable. We get through this, as everyone else did. It became the norm.

When 2004 the hurricanes came, first Charley, August 13th, a couple of weeks later, Frances, devastating storms. Three weeks after that, Jeanne came through. And our power wasn't out just for a few hours. Our power was out for days. In many cases, the power was out in this community for weeks. And you know what happened? Everywhere you went you saw FP&L working and well after the power came on. And, believe me, you got to appreciate the value of your power when you're in August and September and your air conditioning doesn't work, your refrigerator is not working and so forth. You really came to value the quality, the importance of what power does. And for weeks and months after those storms, at least on the west side of Ormond Beach, I can't speak for the whole county, you saw FPL trucks everywhere. Work was taking place, trees were being cut, lines were being restored, new equipment was being
And I tell you what, this is 2016. In the last 12 years we've not had one power outage at our home, and that needs to be recognized as a company that took under consideration -- they may not have had the best equipment in the world, I don't know what all they invested, but they made it work. And I am thrilled to be here tonight. And I'm not just -- you know, I go to a lot of cocktail parties, Christmas parties and so forth in our community out in Breakaway Trails. I speak for a lot of people. It comes up frequently. "Have you had any power outage?" "No." "How long has it been?" Well, you go back, it was about 2004 or so when we had the last power outage. That's worth something.

And I'm just here as a customer to say thank you, FPL. And if it takes a rate increase to keep the value of these services and the integrity of the system going, let's do it. Let's go ahead with that.

Real quickly, my businesses in Cleveland were executive recruiting. I moved people all over the world, executives. And it wasn't just a job; it was the community. The power companies here, along with the hospitals, the schools and others, provide us a fabric for this community that makes it work, so I'm here tonight to support FPL.
CHAIRMAN BROWN: Thank you for your testimony. Commissioners, any questions? Mr. Kelly has a question.

MR. KELLY: Mr. Hinebaugh, does Florida Power & Light contribute financially directly or indirectly to the Volusia Literacy Council?

MR. HINEBAUGH: Through United Way. They're a United Way supporter, and we are -- we're one of 29 United Way agencies.

MR. KELLY: Okay. And did someone ask you to come out and speak tonight?

MR. HINEBAUGH: I saw it in the newspaper. I'm tired of everybody going to meetings like this and complaining about something. It's time somebody speaks up and says, hey, it's going to cost a little more money, but it's a good community and it's worth that kind of investment. That's why I'm here. Not to complain, to say something nice. If you got me 10 or 12 years ago, it might have been something a little different. But when you provide me electricity for 12 consecutive years or in that vicinity without a power outage, that's important to me. That makes a real statement.

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

MR. KELLY: After Mr. Breen is -- is it Peter D'Agresta.

MR. D'AGRESTA: D'Agresta, yes.

MR. BREEN: Good evening, Madam Chairman, representatives of the PSC. My name is Michael Breen. I'm representing the JAXUSA Regional Economic Development Partnership. We are located at 3 Independent Drive, Jacksonville.

Why am I here? A number of my predecessors have already talked about the value of the -- to the economic development community. I'm not going to repeat the same thing. The main point is that we represent seven counties. Everything north of Daytona to the Georgia line we represent, and within those counties are multiple power providers. The key to what an energy company does for a region is not just maintaining power, as important as that is. It's being a good corporate citizen and also helping to create jobs for the region. And that's one of the things we are very proud that FP&L has been a key supporter of our organization in the way of providing economic information, working with us to help prospective clients come in and establish themselves in their region. Again, I'm located -- and I am not a customer of FPL, but as a professional I can
tell you that it's critical what they're doing for our region.

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

Commissioners, any questions?

Mr. Kelly.

MR. KELLY: Mr. Breen, did you say that Florida Power & Light contributes directly or indirectly to your organization?

MR. BREEN: I would say indirectly as a regional partner along with the 3,000 other partners that contribute in that.

MR. KELLY: And did someone from Florida Power & Light or related to them ask you to come and speak tonight?

MR. BREEN: No. We were made aware of the hearing, and because of our valued relationship with FP&L, I am here.

MR. KELLY: Thank you, sir.

CHAIRMAN BROWN: Thank you.

Next customer, please.

MR. KELLY: After Mr. D'Agresta is Ned Harper.

MR. D'AGRESTA: My name is Peter D'Agresta. I was asked to come here and speak on behalf of the Daytona International Speedway of the quality of service
we receive from FPL.

CHAIRMAN BROWN: I'm sorry. Could you repeat that? It's a little soft.

MR. D'AGRESTA: I'm an employee of the Daytona International Speedway, and I'm just here to speak on -- about the quality of service we receive from FPL.

CHAIRMAN BROWN: Thank you.

MR. D'AGRESTA: Our account manager is very -- always very responsive, concerned with our needs. We've been talking with them here recently about an upcoming event we have in a couple of weeks, and they're going through their substations and feeders to us making sure that the power won't be interrupted. We have technicians and equipment onsite to address anything that happens during the event. They bring a mobile command station to be in immediate contact with other substations to redirect power, if needed.

Construction and renovation projects. They recommend equipment or processes for energy efficiencies and offer rebates if we, you know, decide to move in those directions.

They -- several years ago we brought in a third-party auditor to check the rates on all of the different meters that we have serving the facilities and to look at the invoices to make sure, to check for
mistakes or what have you. They got paid by the savings they found. They were there for the better part of the week and they were paid nothing. FPL on their own had walked us through the best plan, the rate plan for each meter to ensure we, you know, operated it as efficiently as we could.

CHAIRMAN BROWN: Thank you so much for your testimony.

Commissioners, any questions?

Mr. Kelly, do you have a question?

MR. KELLY: Yes, ma'am. Mr. D'Agresta, does Florida Power & Light contribute directly or indirectly to the Daytona Speedway or otherwise sponsor events there?

MR. D'AGRESTA: Yeah, I was going to say they sponsor a race. I don't know how that would be considered, though.

MR. KELLY: Thank you.

CHAIRMAN BROWN: Thank you for your testimony.

Next customer, please.

MR. KELLY: After Mr. Harper is Joey Posey.

MR. HARPER: Good evening. I'm Ned Harper, 721 South Beach Street, Daytona Beach, Florida. I grew up here, I went to school here, became an educator here, and I took electricity for granted all my life except in
1960. They kind of fell down when Donna came through.
We had three days without it, which was a blast for me
as a young man.

I have worked -- I've had a business in
Volusia County and throughout North Florida and Georgia
providing life-saving equipment for seniors in their
homes. We frequently ran into issues during storms when
electricity was not available. Even though we do take
care of our hospitals and they are a place to go, and
our emergency services provide as much resources as they
can, almost 30 percent of our population are seniors,
and we've got 75 million in this country moving into
that area, and they're going to be served from their
home with life-saving equipment. I don't think we can
take electricity for granted. Yes, we hate it when our
food spoils and we hate when it's hot in our home, but
when you can't breathe, you've got a real problem.

For the last ten years I have run the Small
Business Development Center at Daytona State College.
I'm retired now. And during that time, Florida Power &
Light has provided a lot of resources to our businesses,
specifically research and analysis that enables them to
benchmark their business to other industries so they can
be the most efficient and provide services so that we
have a good quality of life in Daytona Beach.
Larry Volenec told me about this meeting tonight, and I was happy to come down and speak in favor. And I will say I like what she said about it's not an accident. The fact that we have this great service and this reliable delivery of what we need to survive in this area is not an accident. It is because they have invested. And I've found them to be good stewards of the resources, so I personally am not concerned about additional investment and profit because I've seen that they are good stewards of those resources. Thank you.

CHAIRMAN BROWN: Thank you, Mr. Harper.

Commissioners, any questions?

Public Counsel.

MR. KELLY: After Mr. Posey is Ms. Lori Gillooly.

CHAIRMAN BROWN: Good evening.

MR. POSEY: Good evening, Commissioners. My name is Joey Posey. I'm an attorney over at Storch Law Firm down the street.

CHAIRMAN BROWN: What law firm?

MR. POSEY: Storch Law Firm right down the street. And I'm here on behalf of Glenn Storch, who couldn't be here tonight. And just to tell you a little bit about Glenn, he's a land use attorney in the area.
and 30 years experience. He's been involved with a
bunch of major projects, and I know he's been before you
guys before, so he wanted me to give a small, little
speech that he had written. And just, you know, for
some, I guess, hearsay reasons I'm thinking here I'll
also adopt the same sentiment for, you know,
cross-examination or something.

But just a -- I guess I could start it.

First of all, please excuse me for not being
able to attend. I had a medical emergency this week and
--

CHAIRMAN BROWN: Please pull the microphone
down closer, sir, for the court reporter.

MR. POSEY: How is that? Oh, that's much
better.

First of all, please excuse me for not being
able to attend. I had a medical emergency this week,
and unfortunately I'm still recovering at home. But it
is important for me to share my positive experiences
with FPL in the area of economic development and job
creation. The company has been extremely cooperative
and timely in resolving issues and encouraging
investment in the state of Florida, and as you know,
sufficient electrical service is absolutely key to new
investment in our state. Some of the new hi-tech

FLORIDA PUBLIC SERVICE COMMISSION
industries and new job creators require large quantities
of guaranteed service without redundant systems, and
this was especially true for the industrial use planned
for a job-starved area of Volusia County. And other
users such as the new Hard Rock Hotel in Daytona Beach
needed underground hurricane resistant systems, and FP&L
was able to work out through these issues in an
expedited manner to make sure that the project still
stayed afloat.

And in addition, he's -- having lived through
a series of hurricanes and storms, as many other people
have mentioned tonight, I have to say that the
preparation for and efficient manner of recovery from
these storms are also an important area of economic
investment because every day without electricity is a
cost to businesses. I have seen firsthand how the
company was able to get these businesses back up and
running within a very short time. And these are just a
few examples, but they show how important the employees
of FP&L are to the area and economic recovery.

And as to rates, I don't know that rates are
based on costs incurred to provide services needed and
he can't comment at this time, but I can say that the
service has been excellent for the economic health of
our community. And that was signed by Glenn Storch.
CHAIRMAN BROWN: Thank you, Mr. Posey.

Commissioners, any questions of Mr. Posey via proxy? Thank you for your testimony -- or other persons.

Next speaker, please.

MR. KELLY: After Ms. Gillooly is Bobby Ball.

CHAIRMAN BROWN: Good evening.

MS. GILLOOLY: Good evening. My name is Lori Gillooly. I'm here to speak as a residential customer. I live in Ormond Beach, Florida. Thank you. I have to tell you that I am certainly someone who values a dollar. I'm a sales shopper. I am careful with my money. I am constantly impressed by the value that I receive for my FPL service. The customer service is incredible. I am someone who goes online and reports streetlights being out in my own neighborhood and others when I'm walking, and I'm always amazed to see someone come out like within a day, that it's fixed, and it is repaired and it is taken care of.

I have been impressed with the level of service when there's any problem. I use your Budget Billing -- I use their Budget Billing, excuse me, Florida Power & Light's Budget Billing. As a residential customer, I, as I said, am impressed by the value and impressed by the customer service.
I've heard you ask, "Did someone ask you to come?" I received a phone call from Larry Volenec, and when he told me about the hearing first, before he could even ask me to speak, I shared with him that his timing was incredible, that it just so happened, like, within the half hour before I had looked at my $88 bill and I had thought, wow, that is a lot of electric service that I receive in my home and use every day and probably am not ever really thinking about it. But then I had thought about it that day, and he just happened to call me, like, within a half hour of my being conscious of the fact that I receive an incredible value for the dollars that I pay. So I asked him if I could come and speak before he could even ask me, and that is the truth.

It's important to note to you that I'm also well aware of FPL's investment in our community. A neighbor of mine spoke earlier, and he spoke about just watching and witnessing the, I guess, the investment, the infrastructure that you see happening with the new poles and the equipment that's out there. And that's very obvious that there's a concerted effort to make that happen.

I also, in my roles in the community, I serve as the executive director of our local Habitat --
CHAIRMAN BROWN: You have 30 seconds left.

MS. GILLOOLY: -- our local Habitat for Humanity affiliate, and I am a former commissioner in the City of Ormond Beach for five years. Well aware of FPL's incredible investment in solar energy and other community projects that make a huge difference in our community.

CHAIRMAN BROWN: Thank you so much for your testimony.

Commissioners, any questions?

Mr. Kelly, do you have a question?

MR. KELLY: Yes, ma'am. Does -- Ms. Gillooly, thank you for coming out and testifying and wanting to come out and testify.

Does Florida Power & Light contribute directly or indirectly financially to the Halifax Habitat for Humanity?

MS. GILLOOLY: Florida Power & Light, along with hundreds of other local companies, absolutely does support our efforts. Most importantly, what they have done that probably the general public doesn't know, that in the last few years they have sponsored and provided the funding for solar water heaters in our Habitat homes, helping families to sustain their homes in an affordable way. But I am speaking, again, as a...
residential customer, but I did want to bring up those other points.

MR. KELLY: Thank you.

CHAIRMAN BROWN: Thank you for your testimony.

MS. GILLOOLY: Thank you.

CHAIRMAN BROWN: Next customer, please.

MR. KELLY: After Mr. Ball is Lori Ottlein.

CHAIRMAN BROWN: Good evening, Mr. Ball.

MR. BALL: Good evening. My name is Bobby Ball. I reside at 1408 Yearling Trail. That's in Port Orange. I've been a lifelong resident and FPL customer for about 35 years.

I'm speaking tonight as a result of living against one of the FPL transmission lines that was recently hardened. And at first I was a little skeptical about what was happening and what was going on, so I reached out to FP&L and I got all my questions answered. They came in, did a good job, cleaned up after themselves, left it nicer than it was before they got there. Trees are trimmed and poles are up and stronger and doing everything that they're supposed to do.

Before that happened, my power would frequently surge, you know, once a week or somewhat regularly. And, quite honestly, since that happened, I
can't remember the last time it did it that wasn't weather related.

So I guess I'm in support of it. I also think it's pretty cool some of the stuff they're doing with the solar array. I've seen that at the speedway. It's pretty nice. And hopefully that results in dividends for everybody.

Before I'm asked, I was asked by FP&L to come out and speak on behalf of my experience with the transmission hardening in the back. And while nobody likes a rate increase, if they continue with the path they're going and the quality of service they're providing, I would support it.

CHAIRMAN BROWN: Thank you, Mr. Ball.

Commissioners, any questions?

Mr. Kelly, do you have a question?

MR. KELLY: No, ma'am.

CHAIRMAN BROWN: Okay. Thank you for your testimony.

Next customer, please.


(No response.)

CHAIRMAN BROWN: Next customer, please.
MR. KELLY: Tom Roberts followed by Brett Nielsen.

CHAIRMAN BROWN: Thank you. Good evening.

MR. ROBERTS: Good evening. I'm Tom Roberts. I work for E Sciences. I'm an environmental consultant. We're located in DeLand, Florida. And I was asked to speak tonight by an employee of FPL, Mal Locke.

And I'm here really just to talk about a project in which they partnered with the Department of Transportation. My company works as a consultant for the DOT, and FPL was instrumental in helping us put shields on lights along A1A in Flagler County to protect sea turtles during the nesting season. And we -- this is something that we've been working on for quite a while. Mal Locke and John E. Wilson, both of FPL, were very, you know, instrumental in helping us work through that partnering and getting those shields put up, so that's why I'm here this evening.

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

Commissioners, any questions?

Mr. Kelly.

MR. KELLY: I didn't -- did you -- are you a customer of FPL?

MR. ROBERTS: I am not a customer of FPL.
CHAIRMAN BROWN: Any other questions, Mr. Kelly?

MR. KELLY: No, ma'am.

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

MR. ROBERTS: Thank you.

MR. KELLY: After Mr. Nielsen is Lettisha Nieve.

CHAIRMAN BROWN: Good evening.

MR. NIELSEN: Good evening. Thank you. My name is Bret Nielsen. I'm a -- I work for the Facilities Planning and Construction Department for Daytona State College. I was asked to come speak about my experience with FPL. I do not speak for our board of trustees on the rate increase, however.

I would just like to say that at the college, 15 years ago they built a central energy plant to help support the 1 million -- 10 million square foot of conditioned space for the Daytona campus. Shortly after that, FPL came beside us and paid for a study to see what return investment would be to do a thermal energy storage solution for that chiller plant which is on a flat rate schedule. In doing so, the college was able to secure funding from the state in PECO funds and endeavored to build a 2.5 million gallon storage tank on
the Daytona campus, anticipating about $200,000 a year savings. When the college was able to put the tank in use in around August of 2014, FPL came up beside us and gave us a million dollar check, incentive check for the tank. And the $200,000 we anticipated in savings, after 12 months we witnessed that we had $300,000 in savings as well.

But one of the things I wanted to point out that was more interesting that gets sidelined and nobody gets to see is that with going over to a time of use change, when a controls contractor, who is a subcontractor to come in and help get the tank and the controls and everything set up, we don't have 24-hour personnel, when the winter time rates came on, there was an error done by that controls contractor and, therefore, not turning the tank on at the right time, causing a $24,000 demand charge, and which FPL called up and reminded us of what was going on and freely waived that $20,000 charge. So I, like many before me, speak to it's not just the company but the people that we deal with, the engineers and the personnel, and that thoughtfulness where they contact me and seek to help us out in just our savings, as well as there are many other incentives every time we change out lights in our campus and our facilities. We have six sites serviced by FPL
and three other utilities commissions, and none of those other commissions could even come close to helping us do the same kind of savings on the other sites.

CHAIRMAN BROWN: Thank you, Mr. Nielsen. Commissioners, any questions. Mr. Kelly, do you have questions?

MR. KELLY: No, ma'am.

CHAIRMAN BROWN: Okay. Thank you for your testimony.

Next customer, please.

MR. KELLY: Lettisha -- is it Nieve?

SPEAKER: She had to leave.

MR. KELLY: Thank you. Maredy Hanford, followed by Walter Hanford.

CHAIRMAN BROWN: Good evening.

MS. HANFORD: My name is Maredy Hanford. M-a-r-e-d-y, Hanford, H-a-n-f-o-r-d. I live in Volusia County. And I called many, many of my friends and people that I know to come and speak because I know they're not happy with the smart meters; however, this is why these things happen and all of these tyrannies are inflicted upon us because the people that should be here are not here, and the people that are -- I am really surprised that everybody is speaking about how wonderful Florida Power & Light is and everything is
okay because it is not.

First of all, the smart meter -- well, the increase shouldn't happen because I am paying $13 a month extra to -- extortion fee, it's an extortion fee, I consider it an extortion fee -- to not have a smart meter put on my property. So I still have my analog, but I am afraid that one day it's going to be taken down. I go out every now and then to see if it is still there because I know they come without permission and they just take it down.

This is tyranny, and I'm really very surprised that this is happening in the United States of America. Of course, it's going on all worldwide. Smart meters are surveillance devices. They are making a profile on us. People need to understand and do research. All the information that they gather on us goes to Utah, huge warehouses where it is stored, number one.

Number two, the fires. Just look up YouTube smart meter fires. I'm afraid of that too, of the fires. And then if the house burns up, insurance is not going to pay. I already checked into that. Fires, surveillance, and then ill effects from the radiation because the smart meters emit radiation. I don't feel the effects, I don't have a smart meter, but my neighbors do. I'm healthy and I don't feel the effects,
but I know people such as Salvo Dichenzo (phonetic) --
is Salvo Dichenzo here today? Salvo Dichenzo, are you here? That's why these thing happen. That's why this tyranny is inflicted on us, because people that should be here are not here. Penny Packard (phonetic), the lady Penny Packard, same thing.

CHAIRMAN BROWN: Ma'am, you have 30 seconds.

MS. HANFORD: Yes, I understand. And she has these ill effects. So this is just very annoying, very, very bad for -- to see what's happening in the United States of America. I'm from Mexico, and I have experienced tyranny in Mexico and now I am experiencing it here in the United States of America. It is really very, very shameful and sad.

CHAIRMAN BROWN: Thank you. Thank you for your comments today.

Commissioners, do you have any questions?

Public Counsel?

Thank you for your testimony.

Next customer.

MR. KELLY: After Mr. Hanford is Bill Ternent, Ternent.

CHAIRMAN BROWN: Good evening.

MR. HANFORD: Hi. Walt Hanford from Port Orange, Florida. Five points.
Point number one is that everyone here who's in favor of the rate increase was receiving money in one form or another from Florida Power & Light. If you paid attention, all the people that are for a rate increase are getting something from Florida Power & Light. Okay. People that have to pay the money have a different opinion.

Number two, the big lie. We keep hearing about they're very efficient. We have better rates than everywhere else. Well, we better. Do they have to go over mountains? Do they have to string their lines across mountains? They've got flat lands to run their lines. It costs less to run your line on flat land. Number two, do they have winter snow storms every year and major snow plows that they have to move? Do they have heavy trucks for winter operations? No.

Look, gang, they're supposed to have lower rates. Florida is a cheaper state to operate in. Their work people, do they have to work in the winter with heavy clothes on? No? They have higher efficiency because they're working with decent weather most days of the year.

So this big lie about we're cheaper than the other people in the country, they're in a lower cost operating environment. They should be cheaper.
All right. Now, three -- I've got two more -- three more points. I got fired up there. Sorry about that. Okay. Smart meters, they're punitively damaging us with higher rates to have smart meters and to force us to get into smart meters. And they say, "Well, it costs us money to service you because we have to read your meter." It's a matter of privacy. I want to get electricity power from the company. How I use it and how you use it is your business. It's not the power company's business. Smart meters are surveillanced ISIS. Now FP&L is going to say, "We don't do that." It doesn't matter. Mr. Clapper, who is the head of the National Security Agency, says they will use smart meters and intelligent home devices to monitor people. I don't want that. And I'm not doing anything bad at my home, but you know something, I don't need anybody monitoring how I use my power. So that's another reason we're against it. And they just keep raising that rate to force us to go -- to get into the smart meters. That's not right. We should have the right to privacy and not be monitored by the NSA.

Now you're going to say I've got nothing to fear. Go ahead and monitor me. If that's true, would you give me, please, the password to your email?

CHAIRMAN BROWN: Thank you. Your time is up.
But I believe you have two more points that you wanted to make, and I'd be happy to ask you what those two points are, if you would like.

MR. HANFORD: Well, the -- they were covered under NSA monitoring us, which they do, and then the aggressive rate increases. There's a strategy, it's actually in one of the publications of the power industry, that to get people to switch to smart meters, just keep raising the rates and penalize them until it's so painful that they can't stand it anymore.

CHAIRMAN BROWN: Thank you, Mr. Hanford.

Commissioners, any other questions?

Thank you for your testimony today.

MR. HANFORD: Thank you.

CHAIRMAN BROWN: Next customer, please.

MR. KELLY: After Mr. Ternent is Leanette Gore.

MR. TERNENT: Three words: Balanced best interest. I'm Bill Ternent. I live in Ormond Beach, 6 Fern Meadow Lane. And I've been in -- I've been acquainted with Daytona Beach since back in the 1960s when a number of us from GE first came here, and then we -- I returned after retiring in 1998.

My profession since retiring has been to be a, I guess, a professional volunteer, and I've become very
involved with a number of organizations that work up and
down the state of Florida, and particularly from here up
through Jacksonville, and in that process, had an
opportunity to become aware of the needs of many of our
fellow citizens who are not very well able to pay for
many things, let alone power. And that's my -- the
major thing that I'd like to bring to you, that as a
public utility, it's very important that we keep in mind
that what we need to be dealing with is the balanced
best interest of everyone involved. And now that means
the power company certainly. It means the shareholders
of the power company certainly. It means the folks who
purchase power. It means the organizations that our
government -- governmental organizations, everyone who
is touched by electric power is an important person in
this basic concern of making sure that we end up with
the balanced best interest of all persons who are
touched by whatever kind of a rate increase is decided
upon. Thank you.

CHAIRMAN BROWN: Thank you for your testimony.

Next customer, please.

MR. KELLY: Leanette Gore, followed by Sylvia
Mitchell.

CHAIRMAN BROWN: Good evening.

MS. GORE: Good evening. My name is Leanette
Gore. My address is 348 Weaver Street, Daytona Beach, Florida. I came here out of curiosity actually. I did get the notice in my bill that there was going to be a hearing about a rate increase, and actually I wasn't even sure if I was going to speak.

I am kind of happy with what FP&L has done, but I do have a concern about a rate increase. How much is my concern. I speak probably on behalf of my father, who is the homemaker of the house right now, and a rate increase, while it might not be detrimental, we are a budgeter. We look at our finances. We look at things that will affect what we purchase and how we live. And I have a concern with there being a rate increase, especially from what I've heard from a Commissioner saying that he is recommending nine. And I would agree with nine, but I am concerned about an 11 percent increase.

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

Commissioners, do you have any questions?

Mr. Kelly, do you have any questions?

MR. KELLY: No, ma'am.

CHAIRMAN BROWN: Thank you for your testimony.

Next customer, please.

MR. KELLY: After Ms. Mitchell is Jameal
Adkins.

SPEAKER: I was asked to -- by Ms. Mitchell and Mr. Adkins --

CHAIRMAN BROWN: Good evening. Could you just speak right into there and give your name and address?

SPEAKER: Okay. I'm not a speaker, but Ms. -- Mr. -- Ms. Mitchell and Mr. Adkins both asked me -- they left -- that they will not be speaking. They'll be submitting written comments to you.

CHAIRMAN BROWN: Thank you.

SPEAKER: Thank you.

CHAIRMAN BROWN: Thank you for that.

Next speaker.

MR. KELLY: Philip Restino, followed by Brett Bracewell.

CHAIRMAN BROWN: Good evening.

MR. RESTINO: Good evening. My name is Phil Restino, 27 Bay in the Wood, Port Orange. I've lived there since 2002 through the hurricanes and all. I'm just a regular person. I guess it's time for us to speak now.

This is about a rate increase; right? That's what we're here for? Okay. Been no increase in social security whatever. Banks don't pay no interest, assuming you have enough money to store in a bank. Most
people that are sweating their light bill are working a second job now. That's probably why they ain't here.

I hope the Commission here asks some questions. I'd be willing to answer them. I live in a 55-plus park. Overnight FPL came in, over 300 houses, didn't see one FPL truck, but the next morning you had 380 smart meters. I don't know how they did it. I paid $98 to not have it, and I pay $13 a month to keep my meter. I don't want this stuff beaming into my house.

I'm a regular person. I hope y'all ask me some questions after I'm done. They ripped off my smart meter -- I mean, they ripped off my analog one time, and I had a thing taped on "Protected, do not remove," letterhead from FPL. And when I called up -- my girlfriend couldn't, she couldn't pay her $13 extortion bill, so she had to watch FPL put that smart meter on right outside her bedroom. And she got sick at night and she couldn't sleep, but it was because of the money, the extortion money. So this was on opportunity for me.

I called up FPL and I had pictures and I said, "These guys, I've been paying your extortion fee, and they still tore off my analog," and I threatened to go to the media. And they responded. They put that analog right back on and they put one on my girlfriend's house, and she's sleeping fine now. And they put one back on
my mom's house, who's right outside it. And I hope
y'all ask me some questions. Let's talk about this.
I'm done.

CHAIRMAN BROWN: Your time is done. How are
you going?

MR. RESTINO: I'm doing okay. And I was
trying not to laugh for the first hour and a half here.
You know, I was like, you know, what -- it's like the
bus to the casinos, you know, you get the free drink
money and everything else, you know.

Yeah, I'm mad. I'm mad. I'm mad because I
see everybody -- I give money to people so they don't
get their light -- the power cut off. This is what we
do. "Hey, man, can you give me 50 bucks so they don't
cut my power off?"

CHAIRMAN BROWN: Thank you, sir. I appreciate
your testimony. Thank you so much. We'll consider it.
Thank you.

MR. RESTINO: Sure. I hope reporters ask me
questions, ask regular people.

CHAIRMAN BROWN: Have a great night.

MR. RESTINO: Thank you.

CHAIRMAN BROWN: Thank you.

Next customer, please.

MR. KELLY: After Mr. Bracewell is Peter --
MR. KOURACAS: Kouracas.

MR. KELLY: -- Kouracas. Thank you.

CHAIRMAN BROWN: Good evening.

MR. BRACEWELL: I'm against the smart meters because they invade people's privacy and they have radiation, which really isn't good. And even if they are good, which they're not, people should have a right to not have smart meters if they don't want them. No one should be going on people's property and putting them in people's yards without asking them.

CHAIRMAN BROWN: Sir, can you please state your name for the record?

MR. BRACEWELL: Oh, I live in Thomasina, and I'm Brett Bracewell.

CHAIRMAN BROWN: Thank you.

Next customer, please.

MR. KELLY: After Mr. Kouracas --

MR. KOURACAS: Kouracas.

MR. KELLY: -- Kouracas -- sorry -- is Mr. Ray (sic) Johnson.

CHAIRMAN BROWN: Good evening, Mr. Kouracas.

MR. KOURACAS: Thank you, Madam Chairman, members of the Commission. My name Peter Kouracas. I reside at 300 Emory Drive, Daytona Beach, Florida.

I'm a member of the Volusia County Republican
Executive Committee, and that means I am an elected official, as are my colleagues who neglected to tell you that down there who spoke previously. As elected officials, we represent the body politic and the public. We are here to state that the activities of FP&L, at least in my case, I complied with their procedures concerning smart meters and rejected the installation of one. Yet even though I filed the necessary paperwork with them and had announced it, they sent a contractor and extracted my analog meter and put a smart meter in anyway. So I am -- I'm stuck. I mean, I actually caught their technician on my property and I threw them out. They came back a second time when I was not at the residence for this and they went ahead and defied my wishes and did it again anyway. So they installed it without my permission, and it is in there to this day.

This is corporate arrogance. They are disrespecting the will of the people. We have heard several other comments previously as far as the application of their impending rate increases. You know, this is a company that is so arrogant that it attempted to crush the city government of South Daytona. I don't live in South Daytona, so I wasn't involved in the political deal. But their franchise was up. They spent $160,000 to squash the municipal government of...
South Daytona in order to keep their franchise and 
overrule the mayor and the city council in that town who 
were not going to renew their franchise. This is 
disgraceful. This company just abuses its wealth. 

And I've heard all these people that came up 
here who have relationships with them, and they say, 
"Well, we want to thank FP&L because they were there, 
the power went out. These things happen." Well, you 
know what? That's their job. Every time we stroke a 
check to pay them, we are saying thank you FP&L. But 
the bottom line is, I don't think we should have to come 
here and thank them for these extra services because 
that is their job.

CHAIRMAN BROWN: Thank you, Mr. Kouracas.

(Appause.)

Please, please. Thank you.

Commissioners, any questions?

Thank you, Mr. Kouracas.

MR. KOURACAS: Thank you.

CHAIRMAN BROWN: Next customer.

MR. KELLY: After Mr. Johnson is Joe Carbosa.

MR. JOHNSON: My name is Roy Johnson, not Ray 
Johnson, I think you said.

MR. KELLY: I apologize.

MR. JOHNSON: And I am the recent former mayor
of the City of Holly Hill, just termed out from two
terms and now I'm a candidate for the county council.
But I'd like to speak kind of on behalf of the City of
Holly Hill more than myself because I've been a Florida
Power & Light customer since 1968. And I'm sure I have
a smart meter, but I never went around to look to see
what it was.

But I wasn't asked to come to this. I come to
the last one when they had it up at the yacht club and
when I was the mayor, and I spoke on behalf of FPL. And
I was informed by FPL that this is where the meeting was
and when it was, like I am with everything else I have
to go to.

But when I was the mayor of Holly Hill, I was
pretty impressed with FPL when they came to me and
offered to do a home makeover of 50 homes in the City of
Holly Hill of poor people that can't afford anything.
They come in and paid all the expenses. We went around
and helped them. We did a home energy makeover to
set -- to help with a lot of things in the folks' home
in Holly Hill, people that are unfortunate, don't have a
lot. And they -- we negotiated a franchise with them
while I was the mayor of Holly Hill without a problem.
We also negotiated a contract with them to do
underground service instead of overhead service on
U.S. 1 through Holly Hill because at the time they offered to give us a 25 percent discount off of that, FPL did, at their own expense, which is a good thing. And also another thing I was really impressed with them about, and this is just facts that I can remember that they did -- I don't know anything about their, what their business is and what their rate increases are. I wasn't even aware of it or anything, but I did -- would like to speak about the things they really do because they're always out there trying to help out the community, the people that work at FPL. And one thing I was super-duper impressed with them was a while back the City of Holly Hill had some residents that was -- they have a K through 8 school, and some of the students was getting to graduate from the K through 8. They were offered an opportunity to go to Washington, D.C., take a flight to D.C., and they have to pay their own expenses to do that. So there's a lot of them that didn't have the money, so I asked FPL if they would help. And they did, they contributed the money for the whole deal. I went to them and they gave me the money to do it, and so I was impressed with that as well. But that -- I just can't say anything bad them. I can't say anything about their business or
their rate increase, but I can say that they do help the
community by quite a bit.

CHAIRMAN BROWN: Thank you so much,
Mr. Johnson.

Commissioners, any questions?

Thank you.

MR. KELLY: After Mr. Carbosa is Dennis
McDonald. Joe Carbosa.

(No response.)

The last speaker is Mr. Dennis McDonald I have
signed up.

CHAIRMAN BROWN: Good evening.

MR. MCDONALD: Good evening. Thank you for
the opportunity to speak. I'm Dennis McDonald. My
address is Post Office Box 1232 in Flagler Beach. And
I'm a residential customer, and that's why I'm here to
speak. I'm here to speak about the rate structure. And
I have only one issue with the rate structure, and that
is the $13 a month that you're charging me and, of
course, the $98 that I had to pay upfront in order to
keep my analog meter.

I'm going to take this thing in a different
direction tonight as far as the discussion on smart
meters. This is why I don't have a smart meter in my
house. The primary reason is that I've been a developer
my whole adult life and I've built thousands of units
and I've worked in four states with every kind of
utility company imaginable. The reason I don't have a
smart meter on my house is really very simple. I own
the meter pan on that house because of the decision that
was made by the Florida Supreme Court in 1986. Okay.
That is my responsibility. And so, consequently,
everything from that meter pan back in my house is UL
approved. You could not get a certificate of occupancy
without all those electrical components being UL
approved. So, consequently, what you guys are doing is
you're putting on an electric component on my meter pan
that doesn't have a UL rating. Now when you work in New
York, I don't know if you know this or not, I'm sure you
probably don't, is that you actually don't get an
inspection from the electrical inspector in New York.
UL comes out and does the electrical inspections in New
York. So to me, it's very important that things have a
UL rating. And, consequently, what I've read is the
insurance companies have some real issues but they don't
really know how to -- when I talk to the underwriters
about it, they don't really know how to deal with it.

So I've seen you make all kinds of
c onsiderations here tonight for a number of these
different public programs that you have. And so what
I'm asking you is this, how about you make a
collection to just the average residential consumers
who are asking you to have an analog meter. Why are you
beating us up like this? There's no reason to. You go
out and you're a very good partner with everybody else
in the community. Why aren't you being a good partner
to the average customer that you have? I don't
understand it. I don't really -- really don't
understand it. We can argue the science about this
thing, about the -- what happens with the electric
fields and such, and I believe in all that, but it's
really up to the UL rating.

Chairman Brown: You have 30 seconds.

Mr. McDonald: Thank you.

Chairman Brown: Thank you. And there are FPL
customer service representatives available to assist you
with any of the questions that you have here tonight.
So thank you for your testimony.

Oh, we have a question.

Commissioner Graham.

Commissioner Graham: Yes. Sir, I guess I
don't understand. You said we've made several
considerations so far tonight -- concessions. What
concessions are you speaking of?

Mr. McDonald: I'm sorry. I misspoke on that.
FPL has made a number of considerations in their rate structure for a number of the programs that we heard probably the first 30 people that got up and spoke in favor of the rate increase. I'm sorry. I didn't mean to misspeak.

COMMISSIONER GRAHAM: That's okay. I was just trying to clarify that for the record.

MR. MCDONALD: I didn't -- excuse me. I'm sorry.

CHAIRMAN BROWN: All right. Well, thank you. Mr. Kelly, are there any other customers?

MR. KELLY: No, ma'am.

CHAIRMAN BROWN: I want to take the opportunity to thank you all for taking the time out. I know you're all tired. Thank you so much. Your comments, written or oral, will be taken into consideration as part of this process, and we thank you for coming out tonight. This hearing is adjourned.

(Hearing adjourned at 7:56 p.m.)
STATE OF FLORIDA   )
COUNTY OF LEON    )

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 day of June, 2016.

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