

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 160021-EI

PETITION FOR RATE INCREASE BY
FLORIDA POWER & LIGHT COMPANY.

DOCKET NO. 160061-EI

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

DOCKET NO. 160062-EI

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

DOCKET NO. 160088-EI

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

PROCEEDINGS: SERVICE HEARING

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

DATE: Tuesday, June 28, 2016

TIME: Commenced at 5:00 p.m.
Concluded at 7:25 p.m.

PLACE: South Regional/Broward College
Library
7300 Pines Boulevard
Pembroke Pines, Florida 33024

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

1 APPEARANCES:

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

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

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

13 KEITH HETRICK, ESQUIRE, General Counsel, and
14 MARY ANNE HELTON, ESQUIRE, FPSC General Counsel's
15 Office, 2540 Shumard Oak Boulevard, Tallahassee, Florida
16 32399-0850, appearing on behalf of the Florida Public
17 Service Commission.

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P R O C E E D I N G S

1
2 **CHAIRMAN BROWN:** We are going to begin this
3 customer service hearing in just a moment, so thank you
4 so much. We are without a Spanish translator, but she
5 is on her way. So we are going to start the proceeding
6 and do some basic introductions and things of that
7 nature.

8 I'd like to welcome you guys to this customer
9 service hearing in Pembroke Pines in the Florida Power &
10 Light rate case. My name is Julie Brown, and I have the
11 privilege of serving as Chairman -- and, I'm sorry, I
12 can't see some of you in the back -- Chairman of the
13 Florida Public Service Commission, and with me today are
14 the other Commissioners from the Florida Public Service
15 Commission. We have another Commissioner who's on his
16 way, but he's just stuck in traffic, but he'll be here
17 momentarily. And I'd like to give them an opportunity
18 to introduce themselves to you and welcome you all to
19 this meeting, starting with Commissioner Brisé to my
20 right.

21 **COMMISSIONER BRISÉ:** Good afternoon. My name
22 is Ronald Brisé, and I'm -- I have the privilege of
23 serving you as one of the five Public Service
24 Commissioners, and we are here to listen to you, to hear
25 what you have to say, and look forward to hearing from

1 you. So I'll stand up so you can see me. All right.

2 **COMMISSIONER EDGAR:** Hello. I'm Lisa Edgar.
3 I'm one of the five Commissioners here with my
4 colleagues. I'm glad to be here in Broward County.
5 Thank you so much for coming.

6 **COMMISSIONER PATRONIS:** Good afternoon. I'm
7 Jimmy Patronis, one of your Commissioners. Glad to be
8 here. Thank you for the Broward County College --
9 Broward College to allow us to use their beautiful
10 facility, and look forward to your testimony.

11 **CHAIRMAN BROWN:** Thank you, Commissioners.
12 At this time, staff counsel, will you please
13 read the notice.

14 **MR. HETRICK:** Thank you, Madam Chair. By
15 notice issued on May 2nd, 2016, this time and place has
16 been set for a customer service hearing in Docket No.
17 160021-EI, petition for rate increase by Florida Power &
18 Light Company.

19 **CHAIRMAN BROWN:** Thank you so much. And at
20 this time we will take appearances of counsel, starting
21 with Florida Power & Light. Please come to the podium
22 right in front of us.

23 **MR. BRYANT:** Thank you, Chairman,
24 Commissioners. My name is Patrick Bryan, and I
25 represent Florida Power & Light Company. Thank you.

1 **CHAIRMAN BROWN:** Thank you.

2 And Public Counsel.

3 **MR. KELLY:** Good evening. My name is J.R.
4 Kelly. I'm with the Office of Public Counsel. And our
5 office has the pleasure and privilege of representing
6 the ratepayers of Florida Power & Light in this
7 proceeding.

8 **CHAIRMAN BROWN:** Thank you.

9 Retail Federation.

10 **MR. WRIGHT:** Thank you, Madam Chairman and
11 Commissioners. Good evening. My name is Robert
12 Scheffel Wright. I have the privilege of representing
13 the Florida Retail Federation in this case.

14 **CHAIRMAN BROWN:** Thank you. And there are
15 other intervenor parties that are parties to this rate
16 case proceeding and they will be participating in the
17 case in the technical portion, but tonight it's about
18 you all. Tonight is your hearing, and so we are here to
19 hear from you. Any comments, thoughts you have
20 concerning this rate case, that's what we're here for,
21 so please take advantage of the time that you have.

22 Later in the year, in August, there will be a
23 technical hearing that will go for two weeks, and after
24 that, a few months after that we will make the
25 determination based on the evidence in the case.

1 Please note that there are company
2 representatives from Florida Power & Light who are here
3 today, who are here to address any service or billing
4 issues that you may have.

5 We also have Public Service Commission staff
6 members who are here to also address any questions you
7 may have. Our translator is here right now and we are
8 just beginning, so she'll get an opportunity to
9 translate some of my early comments as she settles in.
10 But before we do that, I will go over some of the staff
11 members from the Commission who are here. And I would
12 like to note that when you do get an opportunity to come
13 up and speak before us, if you have questions for us,
14 for the Commission, for the Commissioners, please
15 reserve those for afterwards because we have a variety
16 of staff that can address those so that we can move
17 forward.

18 From our Accounting and Finance Department, we
19 have Cheryl Banks and Bart Fletcher; our Economics
20 Department, we have Elisabeth Draper; our Engineering
21 Department, we have Robert Graves; we have our General
22 Counsel, who you heard from before, Keith Hetrick, and
23 Mary Anne Helton. We also have from our Public
24 Information Office, Ms. Cindy Muir, Kelly Thompson, and
25 our very own Dick Durbin, who is retiring in a few days,

1 and we're going to miss him after -- (applause.) He's
2 so happy, he can barely stand it. And also one of the
3 most important people here is our court reporter, and
4 Ms. Linda Boles is over here. So this is an official
5 hearing and it will be transcribed. But before I begin,
6 I believe our translator would like to translate some of
7 these comments.

8 (Interpreter commenting in Spanish.)

9 **CHAIRMAN BROWN:** Gracias. Thank you.

10 All right. So I indicated before that our
11 court reporter, Linda Boles, will be transcribing what
12 you say today, so this will become a part of the
13 official record in the case and we will give it its due
14 consideration. As such, you guys will need to be sworn
15 in in just a few moments, and what that means is you'll
16 be subject to cross-examination. That means that any of
17 the Commissioners can ask you questions, as well as the
18 parties who are here today.

19 (Interpreter commenting in Spanish.)

20 **CHAIRMAN BROWN:** Thank you.

21 And I do want to let you all know this is our
22 eighth customer service hearing. We are having nine.
23 We've been traveling around the state all month. So
24 this is the eighth one. We have another one tomorrow
25 morning in Miami Gardens. If -- and so if you know

1 folks that want to go to that, please encourage them to
2 do that. At this time, I'd ask that you turn off your
3 cell phones and other electronic devices or silence
4 them.

5 (Interpreter commenting in Spanish.)

6 **CHAIRMAN BROWN:** Gracias.

7 And I do want to indicate that this is -- we
8 do really appreciate the professional nature of these
9 meetings. As such, we ask that you please be courteous
10 of your neighbors who took the time to come out tonight
11 to address us. Our transcriber is taking notes on every
12 single thing, so, please, if you could, refrain from
13 such things as clapping or outbursts or things of that
14 nature because it really does interfere with the flow of
15 things.

16 (Interpreter commenting in Spanish.)

17 Thank you. And I know it's a little warm in
18 here and it is a little condensed, so, again, that just
19 makes it more important to be courteous of those who are
20 speaking. And if you got an opportunity to sign in and
21 you'd like to testify before us today, you may have
22 noticed those sheets. There are also -- if you don't
23 want to speak before us today and you'd rather provide
24 written comments, you can do that too and provide them
25 to us today, or you could turn them in, mail them in.

1 You can take some home, give some to your neighbors.
2 But whether you testify before us today verbally or in
3 writing, your comments will be considered as part of the
4 official record in this docket and we take them very
5 seriously.

6 (Interpreter commenting in Spanish.)

7 **CHAIRMAN BROWN:** Gracias.

8 And at this time, I'd like to invite the
9 parties to -- who will be providing brief opening
10 statements. The petitioning party, Florida Power &
11 Light, will have six minutes; followed by Office of
12 Public Counsel, who will also have six minutes; and
13 thereby followed with Florida Retail Federation, who
14 will have three minutes. So we will start with Florida
15 Power & Light. Thank you. Hello.

16 (Interpreter commenting in Spanish.)

17 **MR. BRYAN:** Thank you, Chairman Brown and
18 Commissioners. And good afternoon again. In a moment
19 you will hear from Marlene Santos, who is FPL's vice
20 president of customer service. She's going to speak to
21 you about FPL's rate filing in this matter. But before
22 she speaks to you, I wanted to briefly mention, as
23 Chairman Brown did, that we have several customer
24 service representatives available in the building this
25 evening. They're available to meet with you if you have

1 a question about your bill, a problem with your service.
2 They've got computers that are all hooked up so they can
3 access your account information readily, and they will
4 do their very best to answer your question or solve your
5 problem this evening while you are here. They're
6 located in Room 219, which is out this room and up the
7 stairs. If you want assistance, you can go to the FPL
8 table and they will direct you.

9 Marlene.

10 **MS. SANTOS:** Thank you, Commissioners, and
11 thank you to all of our customers who are here today. I
12 am very proud to be among the nearly 9,000 FPL employees
13 whose mission every single day is to provide you with
14 affordable, clean, and reliable service. Thousands of
15 us are very honored to call South Florida our home, and
16 we're very grateful to be rooted in this community.
17 Today we're also very -- looking forward to listening to
18 all of your feedback.

19 The service that we provide you is cleaner and
20 more reliable today than ever before, while our typical
21 residential customer bill is about 15 percent lower
22 today than it was ten years ago. This did not happen by
23 accident. It's because we've made a commitment to you,
24 our customers, to be the best utility possible. We know
25 that's what you expect, and you deserve better than

1 average service. That's why we're proud to provide you
2 reliability that is among the best in the nation, while
3 our typical residential bills are among the lowest.
4 Some people think our bills are lower today because
5 natural gas prices have come down, but that's only part
6 of the story.

7 Our power plants are now more efficient and
8 use a lot less fuel. When we use less fuel, it saves
9 you money, no matter what the price of gas is. Since
10 our last rate proceeding four years ago, we have been
11 investing billions of dollars to continue to improve
12 your service, but many of those improvements are not
13 covered by current rates. So we have submitted a
14 proposal to the Public Service Commission to raise our
15 base rates beginning in 2017, phasing in the increase
16 over four years. The numbers you'll hear may sound
17 large, but please keep in mind that FPL serves about
18 half of the state of Florida, more than 10 million
19 people.

20 Our proposal will help us continue to
21 modernize our grid and the power that we generate. We
22 currently operate three solar power plants and we're
23 building three more this year that will be among the
24 largest ever constructed in the southeastern United
25 States.

1 In addition, we've built more than 100 solar
2 arrays for Florida's schools and other educational and
3 public facilities, including the Young At Art Museum and
4 the Broward County Library. We're also investing to
5 improve reliability and the storm resiliency of our
6 system. We've strengthened many of the main power lines
7 that serve critical community facilities in Broward such
8 as the Port Everglades and the local emergency operation
9 centers, along with every major local hospital, fire
10 rescue and police stations, and other essential
11 services.

12 We're also continuing to invest in our smart
13 grid program, which is delivering great benefits.
14 Thanks to our smart grid investments, you can go to your
15 online account and see very detailed, personalized,
16 hour-by-hour usage data and other helpful information.
17 Behind the scenes, that smart grid technology enables
18 FPL to identify potential outages before they happen and
19 take action to prevent them so your life isn't
20 interrupted. And when outages do occur, we can respond
21 more quickly to get your power back on.

22 Today, we're one of the most affordable and
23 cleanest utilities in the nation because we planned
24 ahead. In fact, while most electric providers are
25 concerned about how to comply with the Environmental

1 Protection Agency's Clean Power Plan, FPL is already
2 here. We're cleaner today than the EPA's goal for
3 Florida to meet by 2030.

4 Let me close by returning to rates. I want to
5 emphasize that even with our proposal we expect typical
6 customer bills will remain lower than they were in
7 2006 through 2020. That said, we're also mindful that
8 some customers may need help paying their bills, and we
9 have employees here today that can help.

10 We've asked some local customers who have told
11 us they value our service if they would be willing to
12 share their thoughts today. But whether you're here to
13 support our plan or not, please know that we care about
14 your feedback. Thank you so much for coming this
15 evening, and thank you, most of all, for the opportunity
16 to serve you.

17 **CHAIRMAN BROWN:** Thank you, Ms. Santos.

18 All right. And now we will hear from the
19 Office of Florida Public Counsel, Mr. J.R. Kelly.

20 **MR. KELLY:** Thank you Madam Chair. Good
21 evening once again. As I mentioned earlier, my name is
22 J.R. Kelly, and I have the privilege of representing the
23 customers of Florida Power & Light, that's residential
24 customers, business customers, and industrial customers
25 alike. We're here today because Florida Power & Light

1 is requesting a \$1.3 billion increase in their base
2 rates over the next three years. That's approximately a
3 23 percent increase over the current base rates.
4 They're asking for \$866 million beginning next January,
5 an additional \$262 million beginning the following year,
6 and then in mid-2019 they're asking for another
7 \$209 million.

8 We've intervened in this case. We've hired
9 six expert witnesses. We'll be filing testimony a week
10 from tomorrow, and we're going to be contesting those
11 areas that we do not feel Florida Power & Light is being
12 reasonable and prudent in what they're asking for.

13 Let me give you just a couple of issues that
14 we are going to be contesting. First is excessive
15 profit. Florida Power & Light is asking for an
16 11 percent return on equity. We believe that, quite
17 frankly, that is excessive, and especially when you
18 compare it to what other utilities in Florida are
19 approved to earn and also what other utilities around
20 the United States have been approved to earn.

21 Our expert has been reviewing the evidence and
22 is going to recommend a return on equity at
23 approximately 9 percent or less. Now let me put that in
24 terms of dollars. One percent, or 100 basis points,
25 means an additional \$240 million that you, the

1 ratepayers, would pay annually to Florida Power & Light.
2 So if you go from 11 percent down to 9 percent, that's
3 \$480 million. Folks, that's nothing but pure profit.
4 It will not affect any of Florida Power & Light's
5 investments in the technology, infrastructure
6 improvements, or affect the safe, adequate, and reliable
7 service that they provide today.

8 Another issue that we're going to be
9 contesting is capital structure. Corporations raise
10 capital two different ways. One, equity capital is
11 raised by them selling stock to shareholders. The other
12 way is debt capital, and they raise that capital by
13 borrowing money or selling bonds. Now you pay -- you,
14 the ratepayers, pay the cost of that capital. The
15 equity capital portion is inherently more expensive than
16 debt capital; therefore, you would expect a prudent
17 utility to have a balanced portfolio in debt-to-equity
18 ratio so that they charge you, the ratepayers, as little
19 as possible.

20 Well, in this particular case, Florida Power &
21 Light is asking for a 60 percent equity ratio. Now let
22 me put that in terms that you can maybe understand a
23 little bit better. Their own expert that they hired
24 that's testifying in this case recommending an
25 11 percent return on equity uses a proxy group of

1 comparable utilities from around the United States that
2 has a 48 percent equity ratio. They're asking for 60,
3 the comparables have 48. NextEra, Florida Power &
4 Light's parent company, and their consolidated family
5 have an equity ratio of 44 percent. 60 percent, what
6 they're asking for; NextEra, 44.

7 Now let me put that in plain terms so you can
8 understand. Our expert is going to be recommending what
9 we think is a very reasonable 50/50 equity ratio.
10 50 percent equity, 50 percent debt. If you go from
11 60 percent down to 50 percent in equity, folks, that's
12 \$360 million per year less that you would pay. That's
13 nothing but pure profit. That has nothing to do with
14 what Florida Power & Light needs to invest in
15 technology, infrastructure improvements, reliability
16 equipment.

17 The other thing that Florida Power & Light is
18 asking for is a .5 percent, or 50 basis points, adder to
19 their return on equity. That is \$120 million more a
20 year you, the ratepayers, would pay. It's nothing but
21 pure profit. Has nothing to do with money they would
22 use to invest in their infrastructure, technology,
23 again, reliability.

24 We oppose that request, quite frankly, because
25 FPL is a monopoly. The law requires them to provide

1 safe, adequate, and reliable service, and in return you
2 pay for their operating expenses and give them a fair
3 and reasonable return on their investment, which we do
4 not believe they're asking for in this case.

5 There are going to be some other areas that
6 we're going to be contesting, but just those three, let
7 me go back and recap. \$480 million return on equity,
8 \$360 million with respect to their capital, \$120 million
9 for their little bonus that they want to give
10 themselves. That's \$960 million per year pure profit.
11 It has nothing to do with investments.

12 What this case is not about, this case is not
13 about personalities, folks. Many of you are here
14 tonight, and I appreciate you being here and I look
15 forward to hearing you, to talk about FPL being a good
16 corporate citizen, doing a lot for the community, and
17 having safe, adequate, and reliable service that they
18 provide to you.

19 **CHAIRMAN BROWN:** Thirty seconds.

20 **MR. KELLY:** Folks, we're not disputing that.
21 They are required under the law to prove to these
22 Commissioners that what they're asking for is fair --
23 excuse me -- is reasonable and prudent, and we will
24 expect the PSC to uphold that standard.

25 Thank you so much for coming out tonight. I

1 look forward to hearing your comments, and please take
2 advantage of this opportunity to speak to the
3 Commissioners. Thank you.

4 **CHAIRMAN BROWN:** Thank you, Mr. Kelly.

5 At this time, we will hear from the Florida
6 Retail Federation, Mr. Schef Wright.

7 **MR. WRIGHT:** Good evening, and thank you for
8 coming. Thank you, Madam Chairman. Thank you,
9 Commissioners. My name is Schef Wright, and I have the
10 privilege of representing the Florida Retail Federation
11 in this case. The federation is a statewide
12 organization of more than 8,000 members, from the
13 largest groceries, pharmacies, department stores, big
14 box stores, electronic stores and so on, to literally
15 thousands of mom and pop establishments. The Retail
16 Federation works alongside with, we advocate with, we
17 fight with your Public Counsel for the lowest possible
18 rates that are still consistent with Florida Power &
19 Light Company providing safe, adequate, and reliable
20 service. That is what is supposed to happen under
21 Florida law. They provide service, safe and reliable
22 service, they get to recover all their costs at a
23 reasonable rate of return but the lowest possible costs
24 consistent with that duty.

25 We oppose FPL's rate request in this case.

1 Don't misunderstand us. We're not arguing for free
2 electricity. We want a healthy Florida Power & Light
3 Company. We don't want them to scrimp. We want them to
4 be able to trim trees, replace lines, replace
5 transformers, and run their wonderful fleet of power
6 plants. FPL is a well-run company with a wonderful
7 fleet of super efficient power plants and thousands of
8 dedicated workers.

9 But this case is really about needs and wants.
10 The real question here is what, if any, rate increase
11 does Florida Power & Light need in order to do its duty
12 of providing safe, adequate, and reliable service? FPL
13 wants another \$866 million a year of your money starting
14 next year, \$262 million additional a year starting the
15 year after that, and \$209 million a year on top of
16 those. Altogether over the next four years, folks,
17 that's about \$4.5 billion. That's roughly an extra
18 thousand dollars out of -- per each residential customer
19 that FPL serves.

20 We don't believe FPL needs any additional
21 money at all. Why not? Because FPL's own filing, first
22 page of their filing shows with no rate increase at all,
23 next year they can pay all their costs, all their
24 workers, all the supplies, their debt service on all
25 their debt, and have a reasonable return on their

1 investment, including all the investment in
2 infrastructure they plan to make next year, and earn
3 profits of \$1.6 billion. They don't need another
4 \$866 million a year on top of that.

5 When all the evidence is in, we are fully
6 confident that it will show that Florida Power & Light
7 can do its job, provide safe, adequate, and reliable
8 service next year, with no increase, maybe a modest
9 increase in 2018, maybe another modest increase in 2019
10 when their new power plant in Okeechobee comes online.

11 Thank y'all for coming out. Tell the
12 Commissioners what you think. As the Chairman said,
13 this is your hearing.

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

15 At this time, I believe FPL has a notice of
16 publication.

17 **MR. BRYANT:** Yes, thank you. At this time, I
18 would offer two affidavits of publication from local
19 newspapers, the Miami Times and the Diario Las Americas.
20 These affidavits demonstrate that FPL complied with the
21 Commission's requirements to advertise this service
22 hearing to the general public.

23 **CHAIRMAN BROWN:** Thank you so much. And there
24 have been a few people that have trickled in as the
25 opening comments have been made. I'd really, again,

1 like to ask you all, if you haven't had a chance, please
2 silence your phones. Again, this is an official hearing
3 that is being transcribed by the court reporter, so --
4 and it's a very small room, so any disturbances can
5 really interrupt the flow.

6 (Interpreter commenting in Spanish.)

7 **CHAIRMAN BROWN:** 21, yes. And that was
8 Exhibit 21. Thank you.

9 (Exhibit 21 marked for identification.)

10 Now, since there are no elected officials
11 present, we're going to move into the public comment
12 portion, which is the most important portion of today.
13 As I said, this is your hearing. And Mr. Durbin is
14 going to adjust the podium to face us. And I'll give
15 you some brief instructions.

16 First, you will have three minutes. I have
17 the lights right up here. When it gets to yellow,
18 you'll have about 30 seconds. Unfortunately I'm going
19 to have to tell you so that you'll be prepared to wrap
20 it up. When it gets to red, again I'm going to have to
21 stop you right there. And I apologize for doing it, but
22 there's so many of you here present today that want to
23 speak, we want to give everybody an opportunity to speak
24 and within their allotted time. So please be courteous
25 of your neighbors and use only your allotted time.

1 (Interpreter commenting in Spanish.)

2 **CHAIRMAN BROWN:** Gracias.

3 Another point I'd like to make to you is that
4 if someone else has said something that you just feel
5 that they said it just perfectly, you can please feel
6 free to say ditto, you adopt their testimony either in
7 favor or against. That'll be helpful to allowing a lot
8 of folks here in the audience. But, again, this is your
9 hearing, so please feel free to tell us how you feel.

10 We will be swearing all of you in at the same
11 time.

12 (Interpreter commenting in Spanish.)

13 **CHAIRMAN BROWN:** Okay. So at this time, I'm
14 going to ask those customers who would like to address
15 the Commission to please stand with me and raise your
16 right hand.

17 (Interpreter commenting in Spanish.)

18 **CHAIRMAN BROWN:** Do you swear or affirm to
19 present the truth in this matter?

20 (Interpreter commenting in Spanish.)

21 (Collective affirmative responses.)

22 (Witnesses collectively sworn.)

23 **CHAIRMAN BROWN:** Thank you so much. All
24 right. So it's cooled down a little bit here. I'm
25 going to give you some brief instructions when you come

1 to the mic. All right? So when you come to the
2 microphone, you need to state your name, please, for the
3 record, your address, and your phone number. Please
4 also confirm whether or not you're an FPL customer.
5 Your verbal comments are being transcribed, as I said,
6 so please try to speak as clearly and slowly, not
7 following my lead, as you can for our court reporter.

8 (Interpreter commenting in Spanish.)

9 **CHAIRMAN BROWN:** Gracias. All right. So the
10 Public Counsel, Mr. Kelly, will be calling your name in
11 the lineup that you signed up for. Mr. Kelly will be
12 calling two customers at a time. The first customer
13 will be -- it's your turn to speak at the mic. The
14 second customer can sit right here in one of these two
15 seats in the front row. And if there are no other
16 things, I believe we are ready to begin. Mr. Kelly.

17 (Interpreter commenting in Spanish.)

18 **CHAIRMAN BROWN:** Muchas gracias.

19 **MR. KELLY:** Ready?

20 **CHAIRMAN BROWN:** Ready.

21 **MR. KELLY:** The first name is Ms. Barbara
22 Diamond, followed by Mr. David Halberg.

23 **MS. DIAMOND:** Good afternoon.

24 **CHAIRMAN BROWN:** Good afternoon.

25 **MS. DIAMOND:** My name is Barbara Diamond.

1 **CHAIRMAN BROWN:** Maybe move that a little bit
2 closer.

3 **MS. DIAMOND:** My name is Barbara Diamond. I
4 live at 13000 Southwest Court -- Southwest 15th Court in
5 Pembroke Pines. My phone number is (954)442-0574. And
6 I'm a Florida Power & Light customer for four years.

7 All around me I see senior citizens who are
8 dependent upon their social security to pay bills. They
9 received no social security cost of living this year,
10 but the Medicare bill went up and essentially their
11 monthly social security income has been lowered. They
12 are already raising their air conditioning to borderline
13 effective levels in the oppressive summer that we're
14 experiencing. An excessive rate increase will harm and
15 cause them to suffer, and they're already a pretty
16 vulnerable population. They have no choice. They
17 cannot go anywhere else for utility service. What will
18 happen when people cannot pay their FPL bill?

19 We are already paying a storm charge
20 adjustment, a fuel surcharge, nuclear cost recovery
21 charges, and we could be confronted with further storm
22 recovery charges if severe weather strikes. This
23 current increase is on top of all of these. I am deeply
24 concerned for everyone trying to balance a monthly
25 budget on limited income that is shrinking. An

1 excessive rate hike is unacceptable. Perhaps if FPL
2 reduced their advertising, which we know states that
3 their rates are among the lowest in the country, we
4 wouldn't be faced with such an excessive rate hike.
5 Thank you.

6 **CHAIRMAN BROWN:** Thank you, Ms. Diamond, for
7 your testimony. Just one second.

8 Commissioners, any questions?

9 Thank you.

10 **MS. DIAMOND:** Thank you.

11 **CHAIRMAN BROWN:** Hello.

12 **MR. KELLY:** After Mr. Halberg is Dulce de
13 Villa.

14 **CHAIRMAN BROWN:** Hello.

15 **MR. HALBERG:** Good afternoon. Thank you for
16 allowing me to come, Madam Chairperson and
17 Commissioners.

18 Florida -- I've been a Florida -- oh, my name
19 is David, David Halberg. I reside at 1544 East Harmony
20 Lake Circle in Davie, Florida. I've been a Florida
21 Power & Light customer for 50 years, first in Miami and
22 now in Broward.

23 The Brexit that we just heard about, the vote
24 has recently caused the pound to devalue. That means
25 the dollar has gotten stronger. And if you've noticed

1 in the last few days, a few pennies cheaper on the gas
2 pump, and that's going to come down even more. Fuel
3 costs fluctuate, but in this case they're going down.
4 And I think the fuel -- the increase that FPL is asking
5 for will only add to the obscene profits they're already
6 making. And I object to the raise based on their
7 current needs that they have. And they're doing a great
8 job. I've been a customer for 50 years because I had no
9 other choice. I had to have power. So I'm adversely --
10 it'll adversely affect my daily living. I'm on a
11 retirement pay with very little increase, so I have to
12 watch my budget. So I'm against this rate hike. Thank
13 you.

14 **CHAIRMAN BROWN:** Thank you, Mr. Halberg. Just
15 one second.

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

18 **MR. HALBERG:** I want to congratulate Durbin on
19 his --

20 **CHAIRMAN BROWN:** Retirement.

21 **MR. HALBERG:** -- retirement, two days.

22 **CHAIRMAN BROWN:** All night long, guys. He's
23 here all night.

24 **MR. HALBERG:** He worked harder setting up than
25 anyone else.

1 **CHAIRMAN BROWN:** That's right, he sure did.

2 Thank you.

3 **MR. KELLY:** After Ms. de Villa is Burt Scholl.

4 **CHAIRMAN BROWN:** Good evening.

5 **MS. de VILLA:** Good afternoon, Madam Chair,
6 Commissioners. My name is Dulce Maria de Villa, and my
7 address is 39 Chestnut Circle in Cooper City, Florida
8 33026. My phone number is (954)431-4719. I have been a
9 customer of Florida Power & Light for 30 years in
10 Broward County. I think you are doing an excellent job.
11 I have no complaints about it. But my complaint is the
12 increase, the rate increase.

13 As you can tell, I am a retired citizen also
14 and I am under a limited budget. I cannot draw more
15 money anymore but only from social security and a little
16 pension plan that I have. And everything is going up.
17 Even the legislators are proposing an increase in the
18 sales taxes in Broward County. I don't know if it is
19 going to pass or not, but they are proposing that.
20 Everything is going up but social security. I don't
21 know in the future how are we going to be able to live
22 or to perform, you know, with a good quality of life?

23 Also I am retired from Dade County public
24 schools, and I understand that if you increase -- do
25 this increment in the rates, the schools had better

1 be -- are going to be suffering a lot because they have
2 the contract with Florida Power & Light. So the monies
3 for the schools are going to be lower and lower and
4 lower, and what are we going to do with that with our
5 kids and grandkids? Thank you for your attention.

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

8 Thank you again.

9 **MS. de VILLA:** Thank you.

10 **MR. KELLY:** After Mr. Scholl is -- is it Rande
11 (sic) Fink?

12 **CHAIRMAN BROWN:** Good evening, Mr. Scholl.

13 **MR. SCHOLL:** Hi. Good evening. My name is
14 Burt Scholl. I'm a resident of Tamarac. My address is
15 7632 Fairfax Drive in Tamarac. My phone number is
16 (954)726-5785. And I've been a customer of FP&L since
17 the time we moved down to Florida 25.5 half years ago
18 actually. I've come to speak in opposition to the
19 proposal for the rate increase. And in the interest of
20 full disclosure, I must start off by telling you very
21 candidly that my wife and I could absorb the additional
22 cost of power that would result from the rate increase
23 that FP&L is requesting, we can, but we are surrounded
24 by dozens of people, friends and neighbors, people
25 living in our condo and those we know for whom it really

1 would be a hardship. We know this firsthand. We're
2 fortunate in that we are retirees from government jobs
3 and we have a rather good, secure pension and a portion
4 of our health insurance cost is defrayed. But a lot of
5 these people that we know are living on social security
6 alone and they have meager investments at a time when
7 interest rates are at historic lows. So for them, it
8 would be a hardship. We can get out to eat once in a
9 while. We talk to them; they can't get out to eat.

10 Notwithstanding what I've just said, and with
11 the proper empathy for the people that I'm talking
12 about, I would concede that they might have to bite the
13 bullet if it could be demonstrated that FP&L really
14 needs this increase. But from all the statistics that
15 we've seen, expert testimony by people who know a lot
16 more than I do, it does not seem to be warranted. It
17 seems that they're doing very well with the revenues
18 that they're getting now, and they are being able to
19 discharge all of the work that is necessary for them to
20 do, and they seem to have even a little left over for
21 rather substantial political contributions to people in
22 government, I think, to curry favor.

23 One final point, and the relevance of this
24 might not be clear right at the beginning, but I would
25 ask you to consider it just a bit. As you may know,

1 Florida is one of 19 states that have declined federal
2 funding to expand Medicare. The effect of that is that
3 there are about 800,000 people in Florida who could be
4 covered for at least a substantial part of their costs
5 if they were --

6 **CHAIRMAN BROWN:** Ten seconds.

7 **MR. SCHOLL:** -- and they are suffering
8 hardship. So I would ask you to consider the plight of
9 these people and what they would have to face if they
10 are visited with a rate increase. Thank you.

11 **CHAIRMAN BROWN:** Thank you, Mr. Scholl. Just
12 a second, Mr. Scholl.

13 Any questions, Commissioners?

14 Thank you for your testimony, sir.

15 **MR. SCHOLL:** Thank you.

16 **CHAIRMAN BROWN:** Thank you.

17 **MR. KELLY:** After Mr. Fink is Ms. Shirley
18 Shapiro.

19 **CHAIRMAN BROWN:** Mr. Durbin will assist you,
20 sir. Hold on.

21 **MR. DURBIN:** Sir, can I bring you a microphone
22 and you just sit?

23 **RABBI FINK:** I can stand.

24 **MR. DURBIN:** Okay.

25 **RABBI FINK:** Thank you. Thank you very much

1 for the offer.

2 **MR. DURBIN:** Okay. Not a problem.

3 **RABBI FINK:** Thank you.

4 **CHAIRMAN BROWN:** Good evening. How are you
5 doing?

6 **RABBI FINK:** Pretty good right now. Thank
7 you. A smiling face in front of me, why not? By the
8 way, as one who gives sermons, three minutes, it takes
9 that time to clear my throat.

10 **CHAIRMAN BROWN:** We have not started it yet.

11 **RABBI FINK:** I must share with you my concern
12 about this because, first of all, even God only asked
13 for 10 percent in tithing, so no one should be above
14 God.

15 Secondly, this concern of generally, but
16 people having to pay without clearly understanding why,
17 and that is a problem. I think, indeed, if God can only
18 ask for 10 percent, to ask for more than 10 percent is
19 chutzpah. Forgive the Spanish translation.

20 **CHAIRMAN BROWN:** That's Yiddish.

21 **RABBI FINK:** And that is wrong. Otherwise, if
22 we're 10 percent, that would remain silent. But above
23 10 percent, God would not remain silent and I won't.
24 Thank you.

25 **CHAIRMAN BROWN:** Thank you, sir. Could

1 you just speak your name for the record?

2 **RABBI FINK:** Rabbi Leon B. Fink.

3 **CHAIRMAN BROWN:** I'm sorry.

4 **RABBI FINK:** Rabbi Leon B. Fink.

5 **CHAIRMAN BROWN:** Thank you, Rabbi.

6 **RABBI FINK:** My pleasure.

7 **MR. KELLY:** After Ms. Shapiro is Hanna Fink.

8 **CHAIRMAN BROWN:** Good evening.

9 **MS. SHAPIRO:** Hi. Good evening. My name is
10 Shirley Shapiro. I live in Pembroke Pines. Do you want
11 the address?

12 **CHAIRMAN BROWN:** Yes, please.

13 **MS. SHAPIRO:** 800 Southwest 142nd Avenue in
14 Pembroke Pines. And I've lived there for approximately
15 18 years. I have no problem with the increase for
16 myself. I've reached the age where I'm not going to
17 worry about several years from now. But I am concerned
18 about the younger people, who, comparatively speaking,
19 who have moved into the area. A lot of them are living
20 on limited budgets, and it would be extremely
21 difficult -- God bless you -- a sneeze.

22 **CHAIRMAN BROWN:** Thank you.

23 **MS. SHAPIRO:** It would be extremely difficult
24 for them to manage any increases in their -- in their --
25 anything that they have to take care of in their living

1 expenses. I hope Florida Power & Light will consider
2 this and reconsider any type of boost in prices. Thank
3 you.

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

7 **MR. KELLY:** After Ms. Fink is Ms. Alexandria
8 Larson.

9 **CHAIRMAN BROWN:** Good evening, Ms. Fink.

10 **MS. FINK:** Good evening. My name is Hanna
11 Fink, 7500 Southwest 14th Street, Plantation, Florida,
12 (954)393-7062. I want to share some numbers with you.
13 I'm sure you all know Florida has a population, an
14 elderly population over the age of 65, this is based on
15 2014, of 3,630,717. That's about 18.6 percent
16 population. From the Florida Department of Elder
17 Affairs in 2010, a statement: "Residents aged 60 and
18 older are responsible for 40.2 percent of the
19 owner-occupied housing in Florida, even though they
20 constitute just 23.6 percent of the population."

21 Some figures that I don't have are the
22 increase in Medicaid and Medicare reimbursement and
23 co-pays, what people are now paying additionally every
24 year to have those services. But since you -- last
25 increase was -- you said 2010; is that correct? 2010?

1 2012? Okay. Last increase was 2012. Social security
2 increase, the COLA increase in 2012, 3.6 percent; 2013,
3 1.7 percent; 2014, 1.5 percent; 2015, 1.7 percent; 2016,
4 zero; 2017, estimated .2 percent. People are living on
5 fixed incomes, people that I deal with on a daily basis
6 when I do my volunteer work as an ombudsman. They can't
7 absorb this increase. They don't have anyplace else to
8 go. And to ask for 10 or 11 or 12.5 percent is just
9 unconscionable in our time.

10 **CHAIRMAN BROWN:** Thank you, Ms. Fink.

11 Commissioners, any questions?

12 Thank you for your testimony.

13 **MS. FINK:** Thank you.

14 **CHAIRMAN BROWN:** Next customer.

15 **MR. KELLY:** After Ms. Larson is Daniel Larson.

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

17 **MS. LARSON:** Hi. I'm Alexandria Larson. I'm
18 from Loxahatchee, Florida. And as you all know, I am
19 not going to state my address and phone number because
20 I've been to every hearing. I think everybody knows
21 where I live. You can Google Earth me.

22 The one thing -- you know, the statements
23 made -- one, the advertisement for the Broward County
24 meeting should have been in the Sun Sentinel, since that
25 is the Broward County newspaper, besides the Miami

1 Herald. It would have been good if that had happened.
2 It's just a thought process. I lived here many, many
3 years. But FPL says the lowest in the country, the
4 lowest in the state. It just keeps -- well, maybe
5 they'll be the lowest in the world eventually with
6 they're advertising. There's only -- they say there's
7 55 power companies. There's only five regulated
8 monopolies in the state of Florida.

9 Smart meters, you've still got to call FPL and
10 tell them your lights are out. The last rate case, the
11 one thing that was in my craw in the last rate case is
12 you raised the late fee to \$5, and it was a small
13 percentage on your bill for many, many years. And they
14 asked for six and you gave them five, the Public Service
15 Commission, I mean. And I think that's wrong. I think
16 we need to go back to that percentage that was very,
17 very small for the ratepayers. The original fee, you
18 know, it was 86 cents. With this rate increase, this is
19 based on 1,000 kilowatts per month. Most houses are not
20 using 1,000 kilowatts. That's the problem with this,
21 you know, with all they're saying.

22 And when we say -- I love when Schef and --
23 you know, says safe, adequate service, reliable service.
24 For what we're paying, we should be excellent. It
25 should be kiss-my-butt-great. I mean it. Because the

1 fees and fines of life are just too much. We are -- our
2 kids can't afford to live.

3 And FPL was dumb enough to send me these two
4 items which I want to put into the record. One is for
5 surge protection. One is that they're going to come and
6 look at your air conditioner. Now when my AC guy comes
7 and looks at my air conditioner, he cleans the coils, he
8 cleans the AC, he does all this stuff. They're going to
9 be charging -- it's over a hundred bucks a year for this
10 little ditty and over a hundred bucks a year for this
11 little ditty. The power surges are from the lines and
12 the grid not being up to snuff.

13 I did ask last night, off the record, not in
14 front of you, to drive down Southern Boulevard in Palm
15 Beach County. It's about 50 miles long. It runs from
16 the beach to Belle Glade. I live at 20 Mile Bend. The
17 poles are at a 90-degree angle. The poles are from --
18 you know, we're in trouble. They have not been
19 upgrading the grid. A smart meter, spending a billion
20 bucks on smart meters didn't do a damn thing for the
21 grid. It just is a smart meter.

22 And I really do wish that the Commissioners
23 would ask the tough questions. I miss Nathan Skop and
24 Nancy because they did ask the tough questions, and I'm
25 hoping this time you all will ask the tough questions

1 because I don't ask for very much. But I do want these
2 exhibits in. You will see my little notes in them, but
3 I do -- appliances -- this isn't from lightning. It's
4 from the grid being faulty in several areas. And I will
5 not try to waste your time.

6 **CHAIRMAN BROWN:** Ms. Larson, thank you so
7 much. Just one second. Let me make sure that they're
8 two different exhibits.

9 **MS. LARSON:** One and two, yes, there's two. I
10 apologize.

11 **CHAIRMAN BROWN:** So that will be --

12 **MS. LARSON:** Surge protection.

13 **CHAIRMAN BROWN:** Thank you. That will be
14 Exhibit 22 for the surge protection, and the AC --

15 **MS. LARSON:** Checkup and --

16 **CHAIRMAN BROWN:** -- Exhibit 23.

17 (Exhibits 22 and 23 marked for
18 identification.)

19 **MS. LARSON:** And if 25 percent of the people
20 fall for this, they're going to make a lot of money.
21 Thank you.

22 **CHAIRMAN BROWN:** Ms. Larson, I have a question
23 for you.

24 **MS. LARSON:** Yes.

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

1 Always a pleasure to see you at these service hearings.

2 **MS. LARSON:** I don't know about that, but --

3 **CHAIRMAN BROWN:** I do enjoy you. I do.

4 **MS. LARSON:** A lot of people love me,
5 amazingly enough. Thank you, Art.

6 **CHAIRMAN BROWN:** I really do.

7 I've got a question for you about your smart
8 meters. You said that you still have to call Florida
9 Power & Light. Do you have a smart meter on your house?

10 **MS. LARSON:** No, I don't, but my smart meter
11 customer friends have to call FPL and tell them their
12 lights are off. They do not know automatically that
13 they are off, I promise you. So I do -- I went around
14 my neighborhood and asked my neighbors. So I thank you
15 for at least asking. Because, no, I pay the 13 bucks a
16 month. And, believe me, if I could follow Lewis Hey, I
17 would get off the grid.

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

20 **MS. LARSON:** Thank you for your time.

21 **CHAIRMAN BROWN:** Okay. Next customer, please.

22 **MS. LARSON:** My husband.

23 **MR. KELLY:** After Mr. Larson is Roxie Halim.

24 **MR. LARSON:** Hello.

25 **CHAIRMAN BROWN:** Hi, Mr. Larson.

1 **MR. LARSON:** There's not much I can say. I
2 agree with my wife 100 percent.

3 **COMMISSIONER BRISÉ:** Smart man.

4 **MR. LARSON:** I have no choice, and I do oppose
5 the increase.

6 **CHAIRMAN BROWN:** She's excellent.

7 **MR. LARSON:** I do oppose the increase for
8 sure. Now once upon a time, there were Public Service
9 Commissioners, Nathan Skop and Nancy Argenziano, who
10 asked the tough questions, who challenged FPL's
11 ridiculous request for rate hikes. Once again, Nathan
12 Skop is here tonight to ask the tough questions. Thank
13 you.

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

15 Next customer, please.

16 **MR. KELLY:** After Ms. Halim is Joyce Salomon.

17 **CHAIRMAN BROWN:** Good evening, Ms. Halim.

18 **MS. HALIM:** Hi. Good evening. My name is --
19 oh. My name is Roxie Halim. My address is
20 11911 Northwest 20th Street, Pembroke Pines, Florida
21 33026. My phone number is (954)435-5885. And I have
22 been a customer for FPL for the last 40 years.

23 And I'm going to read something, and this is
24 my first opportunity to stand in front of Florida Public
25 Service Commission. To my, to give my -- I'm here to

1 give my take on whether FPL deserves to increase the
2 base rate on my bill by 24 percent. If the rate hike is
3 approved by the Public Service Commission, I will be
4 paying an additional \$15 per month, which includes a
5 higher profit of FPL shareholders. This is one of the
6 largest rate increase requests ever, a 1.3 billion rate
7 hike. FPL states in its request to Public Service
8 Commission that its shareholders deserve to be awarded
9 extra for providing superior customer value and wants to
10 increase its shareholder profit from 10.5 to 11.5. And
11 if we take this as a midpoint profit target,
12 shareholders could end up with more, maybe 12.5.

13 FPL had a net income profit last year of
14 \$1.65 billion. The company has a right to make money.
15 It also has an obligation to be a good partner with its
16 customers like us. I'm a customer, I'm a consumer, I'm
17 a senior citizen, but I don't look like one, and I'm on
18 -- we're on fixed income. Me and my husband both are
19 retired. I request the Commission not to approve the
20 rate increase requested by the FPL. Thank you.

21 **CHAIRMAN BROWN:** Thank you, Ms. Halim.

22 Commissioners, any questions?

23 Thank you for your testimony.

24 **MS. HALIM:** Thank you.

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

1 **MR. KELLY:** After Ms. Salomon is --

2 **CHAIRMAN BROWN:** All right. Good evening,
3 Ms. Salomon.

4 **MS. SALOMON:** Good evening. My name is Joyce
5 Salomon. I live at 695 Northwest 110th Avenue, Coral
6 Springs, Florida. My phone number is (954)345-3840.

7 I want to say -- to start by saying that I am
8 satisfied with the service that FP&L provides, but that
9 is the purpose of their existence. You don't get a
10 medal for doing what you're supposed to do. I am also
11 aware of the public service and outreach to Florida
12 communities that they so generously provide. It is
13 admirable but is far from unique among corporations.

14 I must also say that as an NEE stockholder, I
15 am satisfied with the dividend that they offer. Those
16 dividends are higher than that of my other utility
17 holdings. Now I can afford any raises in rate that come
18 my way, but as a famous rabbi once said, "If I am not
19 for myself, who will be? But if I am only for myself,
20 what am I?" And many of my friends are not as fortunate
21 as I. They have not received a cost of living increase
22 in social security. And while costs for food, rent, and
23 medical care have gone up, in most cases their income
24 has not, and they cannot afford a utility rate increase
25 on top of everything else.

1 What are people supposed -- where are people
2 supposed to get the money for a 24 percent rate
3 increase? Do you want to see headlines about seniors
4 hospitalized because they can't afford to run their air
5 conditioning? And on top of that, FP&L is asking for a
6 \$2 increase in the fixed rate of \$7.57 cents they
7 already get from customers, and these requests are
8 completely unjustified. Where is this extra money going
9 to go? What will it be used for? As a stockholder, I
10 would like to see some reasonable justification for this
11 ask, a justification strong enough to counter the
12 suffering the rate increase will cause for so many.

13 I am glad to hear that the corporation is
14 planning to continue to modernize. That is what
15 corporations do to increase profits. This is called
16 capital investment. Their customers are not expected to
17 pay for it. It should come from capital funds.

18 Toyota is taking a big monetary hit for bad
19 airbags. Whole Foods is recalling vegetables because of
20 listeria. They're not asking the customers to pay for
21 these problems not of their making. The only risk FP&L
22 comparably faces is a storm, but then there are storm
23 recovery charges to pay for any losses the company
24 suffers. Where is the company risk? An all-reward,
25 no-risk business model is unfair to consumers.

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

3 Thank you, Ms. Salomon.

4 **MR. KELLY:** And I apologize, I think it's
5 Malcolm MacInnes.

6 **MR. MACINNES:** MacInnes.

7 **MR. KELLY:** MacInnes. I'm sorry. And he'll
8 be followed by Bruce Weinberg.

9 **CHAIRMAN BROWN:** Hi, Mr. MacInnes.

10 **MR. MacINNES:** How are you? Good evening. My
11 name is Malcolm MacInnes. I'm a business owner and a
12 resident since 1990 and FP&L customer. I've been a
13 consumer as a resident. I pay my bill. The lights are
14 on generally unless there's a storm.

15 But I'm here because I'm a business owner and
16 I'm a general contractor, so my interaction since 1990
17 has been a little bit different. I'm -- I should let
18 you know I'm here -- I was requested to -- by an FP&L
19 person to share some of my stories.

20 I've had some extraordinary experience with
21 FP&L over the years. I've built over 3,000 apartment
22 units and nine high-rise condos, so FP&L has provided
23 the initial service for those properties.

24 I had -- I had one afternoon, when I was
25 building a 15-story building in Coral Gables, that I was

1 in the onsite trailer, there was a loud boom. We had a
2 dozer on the site. I ran out. When I ran out the door,
3 there was sparks overhead. Ran to the site. The dozer
4 had clipped a duct bank. Everybody was okay. I was
5 certain that that was going to be a terrible and very
6 costly day.

7 I made a phone call to FP&L. Within an hour
8 and a half, the trucks started showing up. I noted that
9 at the time we had knocked out all the traffic lights
10 and signalization on Miracle Mile and the hotel was also
11 dark. So within an hour and a half, crews had shown up.
12 An hour and a half later they had replaced one of the
13 overhead lines, they had chipped out the duct bank and
14 got the service back in order. A few months later I
15 received a bill, and it was relatively small,
16 considering what I expected. So from my perspective as
17 a business owner, as a continuing contractor in the
18 state, I appreciate the low rates, and I appreciate the
19 excellent service that we've gotten. And I'm in favor
20 and I'm here to support FP&L.

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

22 What is the name of your company?

23 **MR. MacINNES:** MGM General Contracting.

24 **CHAIRMAN BROWN:** Okay. Thanks.

25 Commissioners, any questions?

1 Mr. Kelly, do you have a question?

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

3 **CHAIRMAN BROWN:** All right. Thank you for
4 your testimony.

5 **MR. MacINNES:** Thank you.

6 **MR. KELLY:** After Mr. Weinberg is Jewel Ecton.

7 **CHAIRMAN BROWN:** Hello.

8 **MR. WEINBERG:** My name is Bruce Weinberg. I
9 live at 10058 North Springs Way in Coral Springs,
10 Florida, as well as having local accounting offices in
11 the Boca Raton and West Palm Beach area. I've been a
12 Florida Power & Light customer for approximately 30, 35
13 years. I don't remember when my father started making
14 me chip in.

15 I want to start by saying I'm in favor of an
16 increase. You may say to yourself, "He's an accountant.
17 He's supporting an increase that will cost him money out
18 of his own pocket as an accountant who's wanting to save
19 money." Yes, it's my job to save people money and I
20 need to set a good example, but I'm also a realist and
21 believe that if I'm getting good service, I do not mind
22 paying a few extra bucks.

23 Allow me to cite a few reasons I'm in favor of
24 this. I take you back to February of 2016. We had a
25 bit of a cold spell that month and we ran heat in our

1 office. Before I even got my bill in the mail, I
2 received a phone call from Florida Power & Light telling
3 me that I was about to get a bill in the mail that was
4 approximately \$250 higher for one of my offices which is
5 normally a lot lower that month. They said, "Do not
6 worry. We've already noticed this." I hadn't even
7 received the bill. They explained that my usage was due
8 to the heat, which costs more than AC, and had sent out
9 a bill at a higher commercial level than normal, and
10 they were going to adjust the bill back down to a
11 reasonable level. The same thing happened in March, and
12 they did the same thing. They then, on their own
13 without my request, sent a technician to our office to
14 look at usage, suggested ways of saving money, and they
15 are enrolling us in the on-call program, installing
16 energy management devices on our air conditioning at
17 both of our offices for free to save us money. What
18 does that? Just to call a customer and say that they're
19 going to lower their bill and install free equipment to
20 save me money? I have to -- I have the same program at
21 home, and I encourage anyone who is not in the program
22 to join now. It's free. I looked at my bill, and at
23 home I save \$90 a year, which is less than -- which is
24 more than the increase they're asking over a period of
25 time based on 1,000 kilowatts.

1 Further to the above, I went on a trip this
2 past October to Washington, D.C., on a legislative
3 agenda mission with a bunch of people from local
4 chambers, and it included some representatives from
5 Florida Power & Light and they were there. I was able
6 to see how they interacted with our national and local
7 officials about issues, and more specifically one of the
8 issues was to help our environment in the Florida
9 Everglades. I was very impressed.

10 This company is out to make money -- let's not
11 kid ourselves -- but they're also out there for our
12 community and to watch out for our environment and to
13 respond quickly to natural disasters.

14 Their rates are currently lower than they were
15 back in 2006 and, as they state, by 2020 they'll still
16 be barely back to the level of 2006. How many other
17 companies can claim that? I know in my business I can
18 claim that.

19 Based on all the above, I like that the
20 service -- I like that the service they provide is of
21 high quality --

22 **CHAIRMAN BROWN:** Ten seconds.

23 **MR. WEINBERG:** -- so who am I to begrudge a
24 small increase? Thank you.

25 **CHAIRMAN BROWN:** Thank you, Mr. Weinberg.

1 Just one sec.

2 **MR. WEINBERG:** Uh-huh. Oh, sorry. Yeah.

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

4 Mr. Kelly, do you have a question?

5 **MR. KELLY:** No.

6 **CHAIRMAN BROWN:** All right. Thank you for
7 your testimony.

8 **MR. WEINBERG:** Thank you. Uh-huh.

9 **MR. KELLY:** After Ms. Ecton is Sharon
10 McLennon.

11 **CHAIRMAN BROWN:** Good evening.

12 **MS. ECTON:** Good evening. My name is Jewel
13 Ecton.

14 **CHAIRMAN BROWN:** That's a little tall for you.
15 Yeah, there you go.

16 **MS. ECTON:** Better?

17 **COMMISSIONER PATRONIS:** Yes, ma'am.

18 **MS. ECTON:** Okay. My name is Jewel Ecton. My
19 address is 1345 Southwest 122nd Way, Pembroke Pines. My
20 telephone number is (954)435-2787. And I have been a
21 customer of FPL for 16 years. I moved here from Chicago
22 because I got tired of that snow and cold, and I think
23 that's what a lot of retired people have done for the
24 same reason.

25 I enjoy FPL's service. I get the on-call

1 program and I appreciate that. But we left the north
2 because of the weather. We enjoy your beautiful sun,
3 beaches, parks, and your many senior programs. Many
4 seniors came here believing that their meager income
5 would be sufficient to live comfortably. I cannot
6 complain about my bill with FPL because I switched out
7 every appliance in my house to low energy. I did the
8 refrigerator, the stove, the air conditioner, and I did
9 the tankless water heater, and it works for me. But
10 there are many seniors who do not -- who cannot do that
11 type of thing. If FPL continues to raise their rates
12 and the seniors do not get an income increase or their
13 social security increase, they will have to sacrifice
14 food, medicine, clothing, and maybe even housing. If
15 we're going to be able to enjoy your beautiful state, it
16 has to be affordable for everyone. And those who live
17 on social security alone received no increase this year,
18 and next year it's next to nothing. Please consider
19 those in the lower income bracket when making your rate
20 increases. Thank you.

21 **CHAIRMAN BROWN:** Thank you, Ms. Ecton.

22 **MS. ECTON:** Uh-huh.

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

24 Thank you for your testimony.

25 **MS. ECTON:** Uh-huh.

1 **MR. KELLY:** After Ms. McLennon is Mindy
2 Schragg (sic).

3 **MS. SHCRAGO:** Schrago.

4 **MR. KELLY:** Schrago.

5 **CHAIRMAN BROWN:** Good evening.

6 **MS. McLENNON:** Good evening. My name is
7 Sharon McLennon. I live at 11650 Northwest 18th Street
8 in Plantation. I am an FPL customer both as a resident
9 and a business owner. I have been for the last 20
10 years. I am in support of some type of increase for
11 FP&L; however, having sat here today and heard the
12 heart-wrenching stories off so many of the seniors, I'm
13 not sure what the solution is. This is clearly a very
14 complicated question.

15 I am a business person and I do recognize and
16 appreciate the service that I do receive from FP&L.
17 They are a very supportive, very strong customer
18 service. They're extremely customer centric. I'm a
19 property manager. I have clients who sometimes struggle
20 to make payments. They're always very flexible with
21 payment arrangements. So there's a lot of good to be
22 said about FP&L, and I wanted to have that be heard.
23 However, again, I can't turn a blind eye to the plight
24 of the folks, so I'm not sure what the solution is. But
25 that's my comment. Thank you.

1 **CHAIRMAN BROWN:** Thank you so much for your
2 testimony.

3 Commissioners, any questions?

4 Thank you.

5 **MR. KELLY:** Schraga (sic), is that --

6 **MS. SHCRAGO:** Mindy Schrago.

7 **MR. KELLY:** Schrago will be followed by
8 Felicia Jackson.

9 **CHAIRMAN BROWN:** Good evening.

10 **MS. SHCRAGO:** Good evening. My name is Mindy
11 Schrago. I'm the executive director and founder of
12 Young At Art Museum. Young At Art, for those of you
13 that don't know, is a 55000-square-foot gold LEED
14 certified museum. We provide innovative exhibition
15 galleries, an art institute, a teen center, a preschool,
16 and a public library, and we have served, in this
17 facility, over 800,000 visitors and families, inspiring
18 them through art.

19 For 27 years we've embraced a strong
20 environmental message to empower the artist in every
21 child and adult, teaching them how to solve problems and
22 call attention to environmental issues through their
23 art. Way back when, we were the first to go green and
24 create recycle programs for our children so that they
25 could learn how to reuse and recycle. We are so proud

1 now to have been selected to participate in FP&L's Solar
2 Now, an exciting program that advances our commitment to
3 providing renewable energy for our community.

4 Our solar canopy has been permanently
5 installed in the museum's parking lot, creating shade
6 and generating clean, emissions free solar energy. The
7 new FP&L solar partnership has enhanced Young At Art's
8 ability to expand its environmental learning
9 opportunities for school groups and visitors. We host
10 approximately 55,000 children on field trips, and we
11 have also received a kit that teaches children how to
12 paint with solar, solar paint, and use a lot of various
13 activities to be able to understand more about how solar
14 energy works. And this interactive educational exhibit
15 is also installed in our greenscapes gallery, which is
16 20 percent of our gallery space, where a monitor in the
17 lobby also is displaying realtime live feed data on
18 building energy consumption and water use. This
19 exciting partnership between Broward County and FP&L
20 will teach and inspire our children for going green for
21 generations to come. Thank you so much.

22 **CHAIRMAN BROWN:** Thank you. That sounds like
23 a very neat museum. I want to bring my kids to see it.

24 **MS. SHCRAGO:** You have to.

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

1 Mr. Kelly?

2 Oh, Commissioner Brisé has a question.

3 **COMMISSIONER BRISÉ:** Thank you. It sounds
4 like you have a fantastic program. Was that bid
5 process, was that competitive, or how was that selection
6 process?

7 **MS. SHCRAGO:** I'm not at liberty to know that
8 answer, so you'd have to ask FP&L.

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

10 **MS. SHCRAGO:** Thank you.

11 **CHAIRMAN BROWN:** Thank you.

12 One more question. Mr. Kelly.

13 **MS. SHCRAGO:** Sure. Sure.

14 **MR. KELLY:** Thank you, Ms. Schrago, for being
15 here and speaking tonight. Is the Young At Art Museum,
16 is that a non-profit?

17 **MS. SHCRAGO:** We're a non-profit, 501(c)(3).
18 We also have programs in Sistrunk. We have served
19 homeless children for the last 12 years that are living
20 in transitional shelters and going to Broward County
21 schools, Pace Center for Girls, and also we have a house
22 in Sistrunk that serves the next level up from
23 homelessness. So we're serving everybody, everybody
24 across the whole Broward County, so.

25 **MR. KELLY:** Thank you for your -- the services

1 you provide.

2 **MS. SHCRAGO:** Okay.

3 **MR. KELLY:** Does Florida Power & Light
4 contribute financially directly or indirectly?

5 **MS. SHCRAGO:** They sponsor some of our
6 programming, yes.

7 **MR. KELLY:** Okay. Thank you, ma'am.

8 **MS. SHCRAGO:** Thank you.

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

10 Next customer, please.

11 **MR. KELLY:** After Ms. -- is it Felicia
12 Jackson?

13 **CHAIRMAN BROWN:** Felicia Jackson.

14 (No response.)

15 **MR. KELLY:** All right. The next one is
16 Ms. Caruccio, Caruccio. All right.

17 **CHAIRMAN BROWN:** We've got someone -- she's
18 coming. She's coming.

19 **MR. KELLY:** Oh, she's coming.

20 **CHAIRMAN BROWN:** You want to read the one
21 right after that one?

22 **MR. KELLY:** And the next one would be Benjamin
23 Colbert. And I apologize if I butchered your name. I'm
24 sorry.

25 **MS. CARUCCIO:** You're not being graded. It's

1 okay.

2 **CHAIRMAN BROWN:** Yes, he is.

3 Good evening.

4 **MS. CARUCCIO:** Good evening, Commissioners.

5 Thank you for allowing us to speak on this topic today.
6 I -- my name is Debbie Caruccio, and I'm a current FP&L
7 customer. And I want to start off by saying last year
8 FP&L's net income was 1.65 billion, billion dollars.
9 Now if I was to take a survey of the room, I'm just
10 going to guess that nobody net income \$1.65 billion,
11 including yourself, unless there's something I don't
12 know about.

13 What did they do with that 1.65 million? I
14 don't know. Could they have done something with that
15 money like maybe the Turkey Point leak that's
16 contaminating water for the Biscayne aquafilter
17 (verbatim) that provides drinking water to 3 million
18 people? And now FP&L wants to basically say the cleanup
19 cost is going to be \$50 million, and that's going to be
20 on top of what this increase is currently, and that's
21 23, 24 percent base rate.

22 The shareholder profit, 10.5 to 12.5 profit.
23 How many companies, how many individuals can actually
24 say that they would get that as a shareholder profit in
25 this day and age? I'm looking at this saying what are

1 you going to do for us? Well, one of the great programs
2 that one of the other people mentioned was the on-call,
3 which I was going to bring up. The on-call program, for
4 those people that don't know, it basically allows them
5 to use our resources at my facility in time of need for
6 energy for other people. So I say great because I get a
7 discount for that. A few years ago they lowered that
8 discount. Didn't give me any reason why. They just
9 said, "We're lowering that discount. You're no longer
10 having this much." It doesn't even pay my taxes, by the
11 way, that discount, that small on-call program, but I'm
12 thankful for that.

13 I'm also a person that was unfortunately for
14 this day and age told at one point that the company I
15 was working for was closing and I became unemployed.
16 And I've worked all my life two to three jobs, and this
17 state unfortunately only has three months for
18 unemployment, three months. I don't know about you, but
19 even the money you receive in unemployment doesn't even
20 pay your mortgage. After three months, what do you do?

21 **CHAIRMAN BROWN:** Ten seconds.

22 **MS. CARUCCIO:** Oh, okay. Sorry. I called
23 FP&L to ask for help, and they said, "No. Because you
24 have no income, we cannot help you."

25 So I ask you, please do not approve this

1 increase. I appreciate your time. And for all the
2 people that are here, I thank them because I do not
3 think this was actually publicized and notified a proper
4 way, so I ask you that in the future.

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

6 **MS. CARUCCIO:** Thank you.

7 **CHAIRMAN BROWN:** Commissioners, any questions
8 or comments?

9 All right. Thank you very much.

10 **MS. CARUCCIO:** Thank you.

11 **CHAIRMAN BROWN:** Next customer. I do want to
12 remind folks here, though, please, we hear some feedback
13 coming up here. If y'all are in the audience talking,
14 it's really hard to hear. Could you please be
15 considerate of those who are speaking, I ask you? Thank
16 you.

17 **MR. KELLY:** After Mr. Colbert is Alissa
18 Schafer.

19 **MR. COLBERT:** Good evening. My name is
20 Benjamin Colbert. I live at 8691 Northwest 24th Court
21 in Sunrise. I am an FP&L customer.

22 With apologies to the Public Counsel, this
23 isn't specifically applicable to the rate increase, but
24 it's something you don't often have the chance to
25 address to the Commission.

1 So I recently had the opportunity to visit
2 Turkey Point's facility, and as you may be aware, at
3 Turkey Point, FPL maintains a crocodile conservation
4 program. If you haven't been out to the facility, I
5 encourage you to go. It's fascinating. So as I
6 understand it, what started as a way of FP&L preventing
7 federal fines as a result of disrupting crocodile nests
8 has turned into a full-fledged crocodile conservation
9 program at Turkey Point.

10 You're probably aware, the American crocodile
11 is critically endangered, indigenous only here in South
12 Florida. What you might not be aware of is that there
13 are only three nesting locations in the entire country
14 that these crocodiles regularly nest at, two of which
15 are federally protected parks or wildlife conservation
16 areas, one of which is FPL's Turkey Point facility.

17 As I said before, I don't have a strong
18 opinion on the rate increase. I can empathize with the
19 people here that have mentioned the hardship it will
20 cause. And I believe there are some very legitimate
21 environmental concerns posed by FPL at the Turkey Point
22 plant. But I also believe in giving credit where credit
23 is due, and there are some dedicated biologists and
24 conservationists here in South Florida working for FPL
25 to protect and study the American crocodile. Thank you.

1 **CHAIRMAN BROWN:** Thank you, Mr. Colbert. What
2 organization do you represent?

3 **MR. COLBERT:** I do not represent. Just
4 myself.

5 **CHAIRMAN BROWN:** Okay. Commissioners, any
6 comments or questions?

7 Thank you.

8 **MR. COLBERT:** Thank you.

9 **MR. KELLY:** After Ms. Schafer is Walthea Teddy
10 Bohanan.

11 **CHAIRMAN BROWN:** Good evening.

12 **MS. SCHAFFER:** Good evening. My name is Alissa
13 Schafer. I'm an FPL customer at 12432 Northwest 55th in
14 Coral Springs. I'm here today to oppose FPL's requested
15 rate increase. This request, as has been said many
16 times, is incredibly unreasonable, and I also find it
17 hypocritical of FPL. We have all heard them profess to
18 care about their low income customers, and yet raising
19 the rates by such a high amount over the course of four
20 years puts, as we have heard time and time again
21 tonight, undue strain on the very customers that they
22 claim to care so much about, as well as families,
23 businesses, and our schools.

24 To me, the worst part about this request is
25 that it is not based on need but instead designed to

1 increase their already high profits. This comes at a
2 time when they have already proven in the last year to
3 be irresponsible stewards of the revenue as it stands,
4 charging customers for nuclear power plants yet to be
5 built and now on hold, losing millions in utility
6 hedging and natural gas, charging us to clean up their
7 mess at Turkey Point, and spending millions to prevent
8 the development of affordable solar energy, something
9 that could help the low income customers in their rate
10 base.

11 While I have nothing but respect, and I want
12 to make this very clear, I have nothing but respect for
13 the employees at FPL, who work tirelessly day after day
14 that we have heard many stories about, you know, working
15 with businesses, helping maintain the grid, and helping
16 out in times of storm, I have nothing but respect for
17 them. I do, however, believe that the company
18 leadership is incredibly out of line in this request
19 that is before you now, and so I implore you, the Public
20 Service Commission, to watch out for the interests of
21 the consumers as opposed to the profits of the FPL
22 investors. Thank you.

23 **CHAIRMAN BROWN:** Thank you, Ms. Schafer.
24 Appreciate your comments. Very interesting too.

25 Commissioners, any comments or questions?

1 Thank you very much.

2 **MS. SCHAFER:** Thank you.

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

4 **MR. KELLY:** After Ms. Bohanan is Irma Parone
5 or Parone.

6 **CHAIRMAN BROWN:** Good evening.

7 **MS. BOHANAN:** Good evening. My name is
8 Walthea Bohanan. I came actually to compliment Florida
9 Power & Light on some of the things that they did. They
10 took an engineer, they took someone -- I own some
11 properties and I'm sort of dedicated to helping under --
12 people that are -- they're not older but they need a lot
13 and they're in dangerous areas. I own some property in
14 those areas. I belong to the -- a lot of the different
15 leagues and things that, where we need to help people.
16 And I feel sorry for the people that are older. I'm
17 older and I'm still working and I'm working hard, but we
18 have to somehow be able to get the good people from
19 Florida Power & Light, which I happened to get one, and
20 I asked him for some lights, I said, "I will pay for
21 them," in the alley so these people can come home at
22 night and get out of their cars and be able to, you
23 know, walk into their home without being mugged, et
24 cetera, et cetera. There are some sad, sad cases out
25 there, and they're not because they're not working. A

1 lot of these people are working and they have little
2 kids and they have children and it's sad. And so we
3 can't only think of ourselves and so I can't have more
4 time to watch TV programs or I can't do this.

5 I think you all are doing a very good job, and
6 the gentleman you sent over, you sent an engineer over
7 quite quickly. And I said, "I will pay for these
8 outside lights to shine on the back so they can get into
9 their houses." And I offered and they didn't -- they
10 gave me a very reasonable price. I don't think it was
11 too low and I don't think it was too high, especially
12 for what I've had. But I'd like to hear more of the
13 good things you all do, which you do do them. And God
14 knows there's a lot of people out here that need help, a
15 lot of young people that are going to come into the
16 world seeing what it's like not just sitting -- some
17 people have good, good lives. You're lucky you have
18 them. Some people don't have them and they won't get
19 them, so we have to help them. And I want to thank
20 Florida Power & Light, and I know they do take some of
21 their money to spread around to people that need it.

22 And I worked with a gentleman named Scott. I
23 can't remember his last name now, but he was wonderful.
24 And I want to say it's not easy to come up and say, I
25 feel like I'm batting a whole bunch of people behind me,

1 but you all do a good job, very good job. Thank you.

2 **CHAIRMAN BROWN:** Thank you, ma'am. Can you
3 state your name and address for the record?

4 **MS. BOHANAN:** Yes. Walthea Bohanan, 312
5 Southwest 15th Street, Dania Beach, Florida 33004.

6 **CHAIRMAN BROWN:** Thank you. And, you know, we
7 aren't FPL up here. We're the Public Service
8 Commission.

9 **MS. BOHANAN:** Well, whatever you're doing,
10 you're doing a good job. Okay? I want to thank you.

11 **CHAIRMAN BROWN:** Thank you. We'll take that.
12 We'll take it.

13 **MR. KELLY:** After Ms. -- is it Parone?

14 **MS. PARONE:** Parone, yes.

15 **MR. KELLY:** Parone is Cloris (sic) LeMar. Is
16 that it?

17 **MS. PARONE:** And God bless you for sitting up
18 here and listening to all this. My name is Irma Parone.
19 I live at 8734 Northwest 5th Place in Coral Springs,
20 Florida. I've been in Florida for about 20 years.
21 Slightly before that -- well, I was in nuclear security
22 for many years, about 30 years, and I was responsible
23 for the security of Turkey Point when Hurricane Andrew
24 came through. And if you were around or even heard
25 about it, it was a most devastating situation. And I

1 will tell you that Florida Power & Light just blew me
2 away. They have my forever dedication.

3 About 100 of our employees lost their homes,
4 and they took in our employees and their families and
5 took care of them. And, you know, I know there was some
6 business reason for it, they had to continue the
7 operation of the plant and have security, so it's not
8 necessarily about that that I talk to you, but their
9 compassion. I will never forget going there and seeing
10 the faces of those children and families and watching
11 FP&L and how kind, I mean, compassionate and kind, and
12 that was such a difficult time.

13 There's three things that I will never forget:
14 One is the look on the children's faces, two is the
15 compassion of FP&L, and three was the American flag.
16 You know, the nights were very black. You lose
17 electricity and the nights are very black. And I
18 remember looking up above the entrance building and
19 there's the flag of the United States lit by a
20 generator. So thank you.

21 **CHAIRMAN BROWN:** Thank you for sharing that
22 story.

23 Commissioners, any questions?

24 Mr. Kelly, question?

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

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

2 **MS. PARONE:** Thank you.

3 **MR. KELLY:** After Mr. LeMar is Michael Moore.

4 **MR. LeMAR:** Hello, Commissioners. My name is
5 Clovis Shane LeMar. My address is 2900 North Course
6 Drive, Pompano Beach, and I'm a FPL customer probably
7 six times over: Residentially, my wife and I own rental
8 property in Boca Raton, I have three warehouses in
9 Oakland Park, and I'm part of a banquet hall out in
10 Tamarac.

11 If you call -- my mom used to take my
12 allowance because I'd leave the lights on in the hallway
13 in 1973. I've been a customer for 43 years of Florida
14 Power & Light. I think it's really -- and I'm a
15 lifelong South Floridian. I love South Florida. I just
16 want the best for the area. I'm glad I don't have to
17 make the decisions you have to because there are some
18 true and honest speeches being made here. Obviously
19 you're going to have to do something for the senior
20 citizens, which is the bedrock of South Florida, and
21 young families.

22 I can tell you that I'm not sure what
23 reasonable profit means or safe and adequate service.
24 Because every time we've needed Florida Power & Light
25 there's been something unusual that happens.

1 Three reasons we need Florida Power & Light in
2 mind here: It's the weather, it's the weather, it's the
3 weather. And it's not what you would think. I was here
4 in 1977 when it snowed and the lights went off. Also in
5 1988 and '89 there was a big cold snap and the grid went
6 down. Okay? I was also here for Hurricane Andrew when
7 I was living on the beaches, lucky to live on the beach,
8 and I never lost my cable TV or my Florida Power &
9 Light, but still my business closed because everyone
10 else did because you cannot exist in a vacuum.

11 Okay. A lot of people forget that Hurricane
12 Katrina was here before it went to Louisiana. And then
13 when Hurricane Wilma came, I was without power again on
14 the beach for 28 days. My business was back, but at
15 home there was no electricity. So the things when
16 people say adequate service and you're prepared for how
17 much profit -- I'm not sure what that is. I can only
18 tell you what the impact is. What Ms. Larson said is
19 very true. Some of the -- my warehouse in Oakland Park,
20 they're still hardening the infrastructure in that area.
21 They're still replacing wooden poles. So it's very easy
22 to look at the numbers and say, yeah, they're profitable
23 and these things are happening. They're not. But I can
24 tell you one of the biggest things I see when there's a
25 hurricane, I've lived through a bunch of them, is that

1 you will see trucks from as far away as North Dakota
2 with guys fixing things, and that's not happening for
3 free. Someone is paying for that.

4 One of the problems I think we have in this
5 country is that everybody wants to benefit. Nobody
6 wants to pay the fare. We have a terrible, terrible
7 mass transit system here. Some of my employees cannot
8 get to work because -- or they can't get home because
9 the buses stop running. Why? We will not vote on a tax
10 to have better mass transit service. Thank God for
11 Uber.

12 So my point is one of the great --

13 **CHAIRMAN BROWN:** Ten seconds.

14 **MR. LeMAR:** -- I have ten seconds -- that we
15 have is FPL does a pretty good job. Could it be better?
16 Yes. Can we make it cheaper? Hopefully we can. But
17 let's not mess with one of the things that's not broken.
18 Thank you very much.

19 **CHAIRMAN BROWN:** Mr. LeMar, thank you for your
20 testimony.

21 Commissioners, any questions or comments?

22 **COMMISSIONER PATRONIS:** Thank you for your
23 testimony.

24 **CHAIRMAN BROWN:** Thank you very much.

25 **MR. KELLY:** After Mr. Moore is Chadia Ghahem

1 (sic), Ghanem.

2 **CHAIRMAN BROWN:** Good evening, Michael Moore.

3 **MR. MOORE:** Good evening, Madam Chair and
4 fellow Commissioners. I am Mike Moore. I'm managing
5 director with a firm called COI Access. I reside at
6 2645 South Bayshore Drive in Miami. My number is
7 (305)854-3177. And I've been an FP&L customer for many
8 years.

9 I first became a South Florida resident over
10 20 years ago. I have also lived in New Orleans and
11 Atlanta. I've been a business consultant all over the
12 southeast, so I have a very broad geography of
13 experience and as a business consultant.

14 I recently compared energy costs with my son,
15 who lives in Las Vegas with a family of four. In
16 general, he is paying 40 percent more than I am paying
17 here in South Florida, and Las Vegas has many good
18 months during the wintertime when it's only 70 degrees
19 or lower. Furthermore, Nevada Energy is not even
20 scheduled to complete their replacement of their
21 coal-fired power plant until 2017, which FP&L has
22 already done here at Port Everglades and other
23 locations.

24 FP&L has invested many millions in replacing
25 their power plants with more efficient and clean energy

1 plants. It is only fair that we, the consumers, to be
2 expected to help offset these investments.

3 Finally, my cable and internet monthly bill is
4 almost identical to my utility bill, and I take real
5 exception to that. Let's see. I use cable and internet
6 about eight hours a day and my utilities are running 24
7 hours a day. Something is wrong with that equation. I
8 hope that puts some perspective. Thank you very much.

9 **CHAIRMAN BROWN:** Thank you, Mr. Moore, for
10 your testimony.

11 Commissioners, any questions or comments?

12 Commissioner Graham has one.

13 **MR. MOORE:** Yes.

14 **COMMISSIONER GRAHAM:** You said your company
15 was COI Access?

16 **MR. MOORE:** Yes.

17 **COMMISSIONER GRAHAM:** What is that?

18 **MR. MOORE:** We're a management consulting and
19 business development company for other professional
20 service firms. We have no business with FP&L.

21 **COMMISSIONER GRAHAM:** Thank you.

22 **CHAIRMAN BROWN:** Thank you.

23 Next customer, please.

24 **MR. KELLY:** And I apologize. I know I messed
25 your name up. After Ms. --

1 **MS. GHANEM:** Chadia Ghanem.

2 **MR. KELLY:** -- Ghanem is Mr. Kevin Bryant.

3 **CHAIRMAN BROWN:** Good evening.

4 **MS. GHANEM:** Good evening, Madam Chair. Good
5 evening, Commissioners. My name is Chadia Ghanem, and I
6 am a residential as well as a commercial customer of
7 FP&L.

8 I am here to share my experience as a business
9 executive for Auto Tech and Body, which is an automotive
10 complex. Our address is 429 North Dixie Highway,
11 Pompano Beach 33060. Auto Tech and Body is an
12 automotive complex. We have a 20,000-square-foot
13 facility which is the shop area, and we have over
14 six machines, three paint booths, we have lifts as well,
15 and at least three computers. On the admin side, we
16 have an 2000-square-foot facility with offices, over ten
17 computers, and, of course, you know, TVs and all of
18 that. So you can imagine our electrical bill on a
19 monthly basis.

20 Last year we had a technician come to Auto
21 Tech and Body so that they can do a survey and inspect
22 and check, you know, how can we be more efficient?
23 Afterwards, I think it was a few hours, they gave us a
24 report as well as recommendations of how can we save,
25 you know, money and become more efficient. We followed

1 the recommendations, and since then we have saved a
2 little bit over 5 percent off of our bill.

3 So my experience with FP&L has been great as a
4 resident, as well as residential for my home, as well as
5 my business. I know they have been dependable,
6 reliable, and excellent customer service.

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

9 All right. Thank you.

10 **MS. GHANEM:** Thank you.

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

12 **MR. KELLY:** Kevin Bryant.

13 (No response.)

14 **CHAIRMAN BROWN:** Kevin Bryant. No.

15 **MR. KELLY:** Peter Moore followed by Ms. Ellen
16 Schorr.

17 **CHAIRMAN BROWN:** Another Moore.

18 **MR. MOORE:** There's lots of them. My middle
19 name is Michael as well, so that gets confusing.

20 Good afternoon, Madam Chair and Commissioners.
21 My name is Peter Moore. I live at 915 West Las Olas
22 Boulevard, Fort Lauderdale, Florida 33312. My phone
23 number is (954)522-5392. Yes, I'm an FPL customer.
24 While it is clear I will personally pay more after this
25 proposed rate increase as a private citizen, I'm here

1 today as a small business owner. I'm the president of
2 Chen Moore & Associates, a statewide consulting
3 engineering business with several FPL accounts, and I
4 have been asked to speak here today on behalf of FPL
5 about my experiences.

6 Nearly 11 years ago, during the aftermath of
7 Hurricane Wilma, my headquarter offices in Fort
8 Lauderdale were without power for 16 days. This
9 resulted in a significant loss of our annual output and,
10 combined with paying our employees to stay safely at
11 home during that time, resulted in nearly a 15 percent
12 loss to our annual revenues, impacting our ability to
13 employ dozens of Floridians.

14 However, today, as a consulting engineer, I
15 work hand in hand with FPL in over 30 municipalities
16 throughout Southeast Florida. I've seen firsthand the
17 hardening and redundancy efforts that have been designed
18 and completed. I look forward to the continued
19 reliability and clean energy proposed by the FPL
20 plans -- by the plans that FPL has laid out.

21 Additionally, because of our offices in other
22 parts of the state, I can appreciate the rates at which
23 FPL operates even after the proposed increase. We need
24 reliable power to work. As an employer, I support the
25 proposed increase. Thank you.

1 **CHAIRMAN BROWN:** Mr. Moore, thank you for your
2 testimony.

3 Commissioners, any questions?

4 Mr. Kelly, do you have a question?

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

6 **MR. MOORE:** Thank you very much.

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

8 **MR. KELLY:** After Ms. Schorr is Jennifer -- is
9 it Baghdoian?

10 **MS. BAGHDOIAN:** Baghdoian.

11 **CHAIRMAN BROWN:** Good evening.

12 **MS. SCHORR:** Good evening. My name is Ellen
13 Schorr. I live at 8731 Northwest 19th Street in
14 Pembroke Pines. My phone number is (954)436-9255. I'm
15 here today to express my hope that the Public Service
16 Commission will act in the public's interest and say no
17 to FP&L's requested rate hike. We do not have a choice
18 in our selection of electricity provider unless we
19 choose to flout safety and county guidelines as far as
20 choosing to live off the grid, yet FPL spends precious
21 funds on television advertising. Perhaps that money
22 could be reallocated to provide the maintenance and
23 improvements of which they boast.

24 In my neighborhood, several months ago we all
25 got beautiful letters from FP&L saying that they have

1 improved the grid and everything is going to be fine and
2 dandy. Not quite those words and certainly not quite
3 that experience. In the last six weeks, we've had four
4 power outages, sometimes lasting two hours, sometimes
5 lasting four to six hours. And, yes, even with a smart
6 meter, you do have to call and call and call again
7 before you can get some update or accurate information
8 about whether there are 360 homes affected or 59.

9 To add insult to injury, after yesterday's
10 power failure affecting me and 58 of my neighbors, the
11 first thing that appeared on TV when the power came back
12 on was the FPL ad. I'm done.

13 **CHAIRMAN BROWN:** Thank you for your testimony.
14 Ms. Schorr, a question. You said that you've had
15 several outages in your community over the past few
16 months?

17 **MS. SCHORR:** In the past six weeks, four
18 outages.

19 **CHAIRMAN BROWN:** Four outages. What community
20 is that?

21 **MS. SCHORR:** Pembroke Pines, Pasadena Lakes.

22 **CHAIRMAN BROWN:** Do you have -- is there a
23 reason? Did the utility tell you why?

24 **MS. SCHORR:** The story that we keep on getting
25 is that there is something, a power failure on the main

1 line. Yesterday, when I finally spoke to somebody in
2 Texas, she said that she would send a supervisor out to
3 see what the problem was and somebody would get back to
4 me within a week.

5 **CHAIRMAN BROWN:** Thank you. There are --
6 Florida Power & Light does have customer service
7 representatives here, and I'm sure they'd be happy to
8 meet with you. They're in the back of the room, and
9 they will approach you after you testify, so --

10 **MS. SCHORR:** I'm sure they will.

11 **CHAIRMAN BROWN:** Commissioners, any other
12 questions or comments?

13 Thank you for coming.

14 **MR. KELLY:** After Ms. Baghdoian --

15 **MS. BAGHDOIAN:** Baghdoian.

16 **MR. KELLY:** -- is Bob Swindell.

17 **MS. BAGHDOIAN:** Hi, how are you?

18 **CHAIRMAN BROWN:** Hi, how are you?

19 **MS. BAGHDOIAN:** My name is Jennifer Baghdoian.
20 My address is 1515 Southwest 99th Court. My phone
21 number is (305)772-4306. And I agreed with
22 Ms. Schafer's speech, I agreed with a lot of points that
23 she made.

24 My family has owned rental properties all over
25 Dade County for the past 46 years, which I manage. I

1 deal with FPL almost on a monthly basis, so I can most
2 definitely speak about my experience and only my
3 experience with their customer service.

4 We own a property that is adjacent to a
5 hoarder with rodent problems, who constantly chew on
6 electrical components and cause downed power lines.
7 This, along with the occasional wayward palm frond,
8 entertains the tenants with fireworks and keeps me and
9 FPL very busy.

10 FPL shows up quickly, they explain the
11 problem, and fix it promptly. They are also proactive
12 and go out of their way to keep me happy. I was
13 concerned with low-lying power lines at one of our
14 properties. Their technician suggested that the lines
15 could be raised and passed by the next day to drop off
16 two different anchors to attach to the property so that
17 I could resolve the problem.

18 Now do I want to pay more for energy? Of
19 course not. But if the rate increase is necessary to
20 keep up with emergency -- emerging alternate clean
21 energies that will eventually lower our energy bills,
22 then I approve of the increase. If the Commission
23 approves this increase, I only ask that you hold FPL
24 accountable and keep them in check with regards to their
25 statements within their proposal. Thank you.

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

2 **MS. BAGHDOIAN:** Thank you for your time.

3 **CHAIRMAN BROWN:** Commissioners, any questions?
4 Thank you.

5 **MR. KELLY:** After Mr. Swindell is Freddy
6 Chacin.

7 **CHAIRMAN BROWN:** Good evening, Mr. Swindell.

8 **MR. SWINDELL:** Good evening, Chairman Brown,
9 Commissioners, Public Counsel Kelly. Thank you for the
10 opportunity to speak tonight. My name is Bob Swindell.
11 I reside at 1317 Tangelo Isle, Fort Lauderdale, Florida.
12 I grew up in South Florida, so I've been a FPL customer
13 for a long time. I'm not going to say how many years.
14 But when I was younger, we called it Florida Flicker and
15 Flash, and it's changed dramatically. So I'm here to
16 talk about the quality of service, having a perspective
17 of living here a long time.

18 I serve as the chairman of the Florida
19 Economic Development Council two more days, but I've
20 done that for the last two years. I also serve as a
21 board member of Enterprise Florida. My responsibility
22 that myself and my colleagues around Florida have is to
23 encourage companies to locate to Florida. Reliability
24 and competitiveness of power service is a critical
25 factor that companies take into consideration when

1 making the move. And the common response I get from
2 most of these companies as they're evaluating locations
3 is, "Okay, well, that's the special rate. What's the
4 rate when we actually move in and have been in place for
5 a couple of years?" I'm like, "No, no, that is your
6 rate." So when they come from other high-cost areas,
7 it's a huge competitive advantage for Florida and for
8 bringing jobs to our community.

9 I will tell you I'm really proud of my
10 community. You have been, you know, meeting around the
11 state, but the respectful tone this evening I think is
12 fantastic and I think it speaks volumes for South
13 Florida. So I appreciate the other speakers and the
14 respectful tone tonight.

15 You know, the quality of service draws
16 companies in. We work on, you know, trying to attract
17 aviation companies, so high-skill, high-wage jobs into
18 South Florida, and, again, the reliability of the power
19 system is an important part of that. When I look at the
20 rates in other states, I know how strong Florida
21 competes.

22 The other thing I'd like to talk about is the
23 quality of service that's not directly related to power
24 generation. You know, Florida Power & Light plays a
25 leader in marketing and promoting our state as a

1 business destination. You know, in the long run, that's
2 going to help pay for new customers coming into the
3 area, so I get that there is a long-run profit motive
4 for that. But at the end of the day, creating a
5 business brand for Florida is incredibly important, and
6 their leadership, starting with Mr. Silagy on down, take
7 a personal interest in making sure that we're doing the
8 best that we can for the residents of Florida and making
9 sure that new job opportunities are here on a regular
10 basis.

11 So I want to thank Florida Power & Light for
12 not only the quality of service but the quality of the
13 service they provide outside of the day-to-day power
14 generation. Thank you.

15 **CHAIRMAN BROWN:** Thank you, Mr. Swindell. And
16 where are you going in two days?

17 **MR. SWINDELL:** I finish my job as chair, so
18 then I become past chair like Mr. Brisé over here, and
19 I'm looking forward to that job as past chair.

20 **CHAIRMAN BROWN:** Well, congratulations.
21 Commissioner Graham does have a question, but I do want
22 to echo your sentiments and your thoughts about the
23 crowd tonight. They're definitely courteous,
24 professional, and we always appreciate that. So thank
25 you.

1 **COMMISSIONER GRAHAM:** Sir, your lapel pin,
2 that's the second one I've seen tonight. What is that?

3 **MR. SWINDELL:** Oh, so, this is the Greater
4 Fort Lauderdale Alliance. So we're the economic
5 development organization for Broward County.

6 **COMMISSIONER GRAHAM:** Thanks.

7 **CHAIRMAN BROWN:** Commissioners, any other
8 questions or comments for Mr. Swindell?

9 **COMMISSIONER EDGAR:** Former chair is a great
10 place to be.

11 **COMMISSIONER GRAHAM:** Amen.

12 **MR. KELLY:** Mr. Swindell, I'm sorry, I was
13 writing. Are you in favor of the --

14 **MR. SWINDELL:** Oh, I'm sorry. Yes, sir, I am.
15 I'm in favor of the increase.

16 **MR. KELLY:** Is that your -- the Greater
17 Fort Lauderdale Alliance voted --

18 **MR. SWINDELL:** No, that's my, that's my
19 personal opinion.

20 **MR. KELLY:** Just your personal?

21 **MR. SWINDELL:** That's correct.

22 **CHAIRMAN BROWN:** Thank you again for your
23 testimony. Hope you have a great night.

24 **MR. SWINDELL:** Thank you very much.

25 **COMMISSIONER BRISÉ:** Great to see you, Bob.

1 **MR. SWINDELL:** Good to see you, Ron.

2 **CHAIRMAN BROWN:** Next customer.

3 **MR. KELLY:** After Mr. Chacin is Andy Forem.

4 **CHAIRMAN BROWN:** Good evening.

5 **MR. CHACIN:** Good evening. My name is Freddy
6 Chacin. I'm here on behalf of Nova Southeastern
7 University. This is an institution with over 25,000
8 students. Over 20 years, the last 20 years we've been
9 using the incentive and the -- of -- that FP&L offers
10 for energy savings, and actually we, at this time we,
11 after implementing all those projects, we have a rate,
12 been able to lower it over 30 percent. Now this is a
13 lot of work that we have done over the years.
14 Investment for these projects, it's a lot of -- putting
15 a lot of numbers together just to make sure that those
16 numbers work over the time. We have taken advantage of
17 the incentive for implementation of the new projects and
18 the rates.

19 We use a system that we actually, we make ice
20 during the nighttime that we use those, that ice to cool
21 down the building during the daytime. So actually that
22 saves -- that helps us save a lot of money.

23 We actually are very happy with the service
24 that we get from FP&L. And we have over 120 accounts,
25 different account with FP&L, so it's not a -- it's not

1 one simple account, in different places, even the
2 smaller accounts. Whenever we have an issue, we call
3 and we get a response immediately.

4 We'd like you to -- we'd like to ask FP&L
5 within those rates that they maintain the incentive for
6 new projects. We have many of those on the pipe, and if
7 those incentives are not there or not included within
8 this rate increase or whatever, we may put those -- some
9 of those projects are not feasible for that possibility.

10 So that's what basically we'd like to state
11 here. We are very happy with FP&L, but we would like to
12 include that into the equation.

13 **CHAIRMAN BROWN:** Thank you so much for your
14 testimony.

15 **MR. CHACIN:** Thank you.

16 **CHAIRMAN BROWN:** Can you state which
17 university?

18 **MR. CHACIN:** Nova.

19 **CHAIRMAN BROWN:** Nova. Okay. Thank you so
20 much.

21 Commissioners, any questions or comments, or
22 Mr. Kelly?

23 **MR. KELLY:** Mr. Chacin, thank you for coming
24 in and testifying tonight. If the rates that Nova
25 Southeastern University pays Florida Power & Light go

1 up, would those increases be absorbed by the university,
2 or are they going to have to be passed on to the
3 students in the forms of their tuition hikes?

4 **MR. CHACIN:** Well, actually that will impact
5 the tuition somehow. I mean, those numbers, for somehow
6 they have to be transferred, yeah.

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

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

10 **MR. KELLY:** After Mr. Forem is Joe Curtis.

11 **CHAIRMAN BROWN:** Good evening.

12 **MR. FOREM:** Hi. Good evening. My name is
13 Andy Forem. My address is 9500 Northwest 65th Street,
14 Tamarac, Florida. Phone number, (954)722-6121. I've
15 been an FPL customer for 28 years.

16 I'd just like to say that, you know, FPL
17 provides excellent service. They probably deserve a
18 rate increase. I have been working in the construction
19 industry in South Florida for the past -- my whole life,
20 and I just -- I am also very aware that a lot of my
21 workers -- I'm a manager, but a lot of my workers have
22 very fixed incomes. And while FPL probably does deserve
23 an increase, I just hope that you, as a board, make sure
24 that it's fair and keep in mind everybody who does work
25 for a living too. Thanks very much.

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

3 Okay. Thank you.

4 Next customer, please.

5 **MR. KELLY:** After Mr. Curtis is Linda
6 Bajkowsky.

7 **CHAIRMAN BROWN:** Good evening, Mr. Curtis.

8 **MR. CURTIS:** Good evening, Madam Chair,
9 Commissioners, staff. When I first walked in, I thought
10 it was going to be good afternoon. Joseph Curtis. I
11 live in Hollywood, Florida, 901 Saint Andrews Road,
12 Hollywood, 33021, (305)788-9350.

13 In addition to what I consider to be FP&L's
14 exemplary customer service, from my point of view, I
15 can't talk for millions of people, you know, whether
16 it's a question on the bill or a call about an outage
17 that's happened in our community, I live in a townhouse
18 condo community, they're right there. And you're
19 getting updates constantly on your cell phone and
20 they're usually right on the numbers. And if they tell
21 you something is going to get fixed in three hours, it's
22 usually ten minutes quicker than that. So I've found
23 that in the more than 45 years that I've been a
24 residential customer of FP&L, so I've gone through the
25 Andrews and Wilmas and all the other stuff we've had

1 down here.

2 But what I'd like to talk about today, which
3 is something dear to my heart, is renewable energy
4 because that's important to both residential and
5 commercial customers. Renewable energy is our future
6 and the future of our children and our grandchildren.
7 And I did a little research, which we can all do now
8 online, you know, it's easy, but I've found that FP&L is
9 looking ahead to the future by working with solar
10 energy, by developing three new solar energy centers at
11 this time, and that's important to us. That's going to
12 reduce our dependence on foreign oil, and it's just
13 great for the future.

14 They're also working with wind. Of course,
15 wind, as a method to produce clean energy, is a little
16 tougher in Florida. I realized in doing my research,
17 you know, we don't live on -- well, Hollywood is almost
18 the coast. The coast gets some wind. The interior
19 doesn't get wind, so it becomes a little more difficult.
20 But that's what Florida is. The coastline is not a very
21 windy place; however, they're looking into it. I
22 believe that these actions on the part of FP&L is a
23 great service to its customers and to all our futures.

24 Now for any rate increases, to talk, speak to
25 that, as the saying goes, that's beyond my pay grade.

1 **CHAIRMAN BROWN:** You have about ten seconds.

2 **MR. CURTIS:** That's your pay grade. But, but
3 I am very consumer oriented. I spent ten years on the
4 Broward County Consumer Protection Board.

5 **CHAIRMAN BROWN:** Mr. Curtis, I appreciate your
6 comments, but your time is up.

7 **MR. CURTIS:** Oh, am I done?

8 **CHAIRMAN BROWN:** You're done.

9 **MR. CURTIS:** It was just getting to be fun.

10 **CHAIRMAN BROWN:** Thank you so much.

11 **MR. CURTIS:** Thank you.

12 **CHAIRMAN BROWN:** Commissioners, any questions
13 of Mr. Curtis?

14 Thank you. Have a good night.

15 **MR. CURTIS:** Okay.

16 **MR. KELLY:** Linda Bajkowsky, followed by
17 Carlos Llanos.

18 **MS. BAJKOWKY:** Hi. My name is Linda
19 Bajkowsky. I live at 5906 Northwest 70th Avenue in
20 Tamarac, and my phone number is (954)809-5773. FP&L's
21 website states that they are invested in Florida's
22 future, but really they are investing in their
23 stockholders' future. If this proposed rate hike goes
24 through, it will affect us in many different ways, not
25 just an extra \$14 a month on our energy bills. For

1 example, this rate hike will cost the Miami-Dade public
2 school system an additional 37 million over the next
3 four years. This 37 million will come from the same
4 pool of money that pays teachers and school employees.
5 FP&L's website also states that they are committed to
6 affordable and cleaner energy. I challenge this
7 statement.

8 FP&L relies heavily on natural gas, about
9 70 percent, to generate electricity. Currently, natural
10 gas is at a historically low price. Due to this
11 overreliance on natural gas, FP&L customers will be
12 exposed to significantly higher bills when natural gas
13 prices increase. And natural gas is not clean. It is
14 an energy source that produces methane, which is far
15 more harmful and dangerous than carbon. Besides these
16 facts, FP&L still plans to spend billions on new natural
17 gas plants.

18 And while many across the globe are turning to
19 renewable energy sources to address global warming, FP&L
20 spent millions to oppose a popular citizens' initiative
21 that would have given customers more choice for
22 solar-generated electricity. Increasing solar energy in
23 the Sunshine State would decrease the need for new
24 fossil fuel power plants, but this would not be as
25 lucrative for FP&L.

1 Their glossy new TV commercial states that
2 they are tripling solar energy production this year, but
3 the commercial leaves out the fact that the solar --
4 that solar will still supply less than 1 percent of
5 their electricity production. FP&L has gutted
6 conservation programs that help consumers reduce their
7 energy use. Their customers will foot the bill for the
8 Turkey Point nuclear leak cleanup in Biscayne Bay, and
9 are continuing to pay for nuclear reactors that the
10 company has not even committed to build.

11 The Sunshine State has the opportunity to be a
12 leader in solar energy, but the state's energy
13 monopolies choose to put profit before their customers
14 or the environment.

15 If FP&L needs more money to improve
16 infrastructure, maybe they should look at their
17 political contribution and advertising budgets first.
18 FP&L has not demonstrated they deserve a raise. Thank
19 you.

20 **CHAIRMAN BROWN:** Thank you for your comments.

21 Commissioners, any questions?

22 Thank you.

23 Next customer, please.

24 **MR. KELLY:** After Mr. Llanos is Diana
25 Umpierre.

1 **MR. LLANOS:** Yes, good evening. My name is
2 Carlos Llanos. I live at 522 South 58th Terrace,
3 Hollywood, Florida. My telephone number is
4 (954)937-7402.

5 What I'd like to say is, well, Florida Power &
6 Light is in a position as a monopoly. I believe by
7 being a monopoly, it should be very careful on its
8 expenditures. And also I notice that Florida Power &
9 Light here have been compared to state -- or other
10 states' electric plants. But when you go worldwide,
11 because we don't live in a vacuum anymore, and I was
12 fortunate enough to have lived abroad, and one of the
13 earlier -- one of the latest countries I lived was
14 Germany, and in spending five years there, I noticed
15 that my electric bill was comparable to the one that we
16 have here, yet my gas bill or my gasoline bill was \$8 a
17 gallon compared to \$3 a gallon here. So how is that
18 possible? So where are your great rates or your great
19 service? Are you pocketing all that other profit? So
20 that is my point.

21 I -- and then you say that you have saved so
22 much money. I spent \$50,000 in house renovation, mostly
23 for windows, roof, and insulation, and I save \$35, \$45.
24 So that's my cost. I understand it. I got some of the
25 benefit. But, you know, I mean, either we are living in

1 the Middle Ages when compared to a world of the same
2 level of countries, so, you know -- and then the
3 pollution issue. Now trying to raise money to create a
4 power plant, a nuclear power plant? Germany provides
5 20 percent of their energy with solar energy. Solar
6 energy in Germany, it's a country that live at the
7 latitude of Montreal, Canada. We are a solar state
8 energy source. Why aren't we doing something about it?

9 **CHAIRMAN BROWN:** Thirty seconds.

10 **MR. LLANOS:** It's outrageous. So please take
11 that into consideration. Thanks.

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

13 Next customer, please.

14 **MR. KELLY:** Diana Umpierre, followed by Adele
15 Berger. And I apologize. I know I butchered it.

16 **MS. UMPIERRE:** Sorry. I have to lower this,
17 being blessed with a wonderful height.

18 Thank you very much for your time. My name is
19 Diana Umpierre. I live at 1105 Northwest 122nd Terrace
20 in Pembroke Pines, Florida, and my phone number is
21 (954)829-7632.

22 I have resided in South Florida since 2000 and
23 obviously a customer of FPL since then. I'm also a
24 single parent. I am not a checkmark. My neighbors and
25 my middle class community is not a checkmark. The many

1 seniors that live here in South Florida are not -- also
2 are not checkmarks. So I hope that you seriously
3 consider our comments, especially those from -- from
4 those of us that are not being asked by FPL to speak on
5 their behalf.

6 When I hear people talking about, you know, in
7 favor of a nearly 23 percent increase, to me is as
8 ridiculous as having taxpayers celebrating when IRS asks
9 you to pay more. Seriously. Okay.

10 I do praise the research and the
11 recommendations of the Office of Public Counsel,
12 wherever you are, they're great. I agree with -- that
13 the proposed rate is excessive and unreasonable and that
14 it will affect not just my home bill, but also what I
15 pay for services and products that are provided by local
16 business. It will also affect our schools and our city
17 budgets.

18 Is FPL's service reliable? Absolutely. It is
19 reliable, just as the service that is provided by my
20 local McDonald's. But I am not happy with how the food,
21 or I should say the electricity is created by the impact
22 it is having on the Everglades and Biscayne Bay. I'm
23 also not happy how they contribute money to non-profits
24 to silence voices. And I'm very upset at how they have
25 used their profits to confuse voters instead of

1 supporting grassroots efforts to increase solar in
2 Florida.

3 Lastly, this comment may not be related to the
4 rate increase but it is related to quality of service,
5 and it is that, you know, I'm upset at the fact that FPL
6 wastes 30 percent or more of the energy that it burns in
7 streetlights that are unshielded. I'm a volunteer of an
8 organization called International Dark Sky Association
9 that is trying to educate about this issue, and I'm
10 disappointed that FPL is unwilling to offer choices of
11 street lighting that are more effective and that are,
12 you know, cause less light pollution.

13 One thing I'd like to offer and, I guess, just
14 leave for the record, I don't want to go into it because
15 it's not related, but this is a statement that was
16 actually just about a week or two ago published by the
17 American Medical Association with recommendations for
18 community lighting. So I really hope that the
19 Commission will read this and take it into
20 consideration, not just for FPL, but the other utilities
21 that you regulate.

22 **CHAIRMAN BROWN:** Thank you so much. We are
23 going to have that right now, Ms. Thompson is going to
24 take that from you, and that's going to be identified as
25 Exhibit 24.

1 **MS. UMPIERRE:** Okay.

2 (Exhibit 24 marked for identification.)

3 **CHAIRMAN BROWN:** And can you please spell your
4 last name for the record?

5 **MS. UMPIERRE:** Sure. It's spelled U, as in
6 umbrella, M, as in Mary, P, as in Peter, i-e-r-r-e.
7 Okay.

8 **CHAIRMAN BROWN:** Thank you. Yeah, I wasn't
9 close either.

10 **MS. UMPIERRE:** Okay. Any questions?

11 **CHAIRMAN BROWN:** Thank you so much. I know
12 it's always hard to come out here, especially getting
13 childcare, and so we appreciate you taking the time to
14 come out here.

15 **MS. UMPIERRE:** Okay. Okay.

16 **CHAIRMAN BROWN:** Commissioners, any questions
17 or comments? Nope.

18 **MS. UMPIERRE:** All right. Thank you for your
19 time.

20 **CHAIRMAN BROWN:** Thank you.

21 **MR. KELLY:** After Ms. Berger is Sophie Bock.

22 **MS. BERGER:** Good evening.

23 **CHAIRMAN BROWN:** Good evening.

24 **MS. BERGER:** My name is Adele Berger. I
25 reside in Century Village, Pembroke Pines, as a

1 community leader in a complex of 14,000 senior residents
2 where many are ill or disabled. From Katrina to Wilma
3 to the present, I have worked very closely with Ben
4 Wesley of FP&L so that all 141 buildings have power.
5 Because of our hurricanes and heavy storms, it is a
6 continual battle to make sure that Century Village has
7 electricity. I cannot thank Ben Wesley of FP&L enough
8 for his caring and understanding at a time when our
9 elderly need them the most. Thank you.

10 **CHAIRMAN BROWN:** Thank you so much for your
11 testimony.

12 Commissioners, any questions?

13 Thank you again.

14 **MS. BERGER:** Thank you.

15 **MR. KELLY:** After Ms. Bock is Lolita Miller.

16 **MS. BOCK:** My name is Sophie Bock. I'm in
17 Century Village also in Pembroke Pines, and I'll be very
18 brief. Recently I called about having my apartment
19 evaluated by FP&L for maximum efficiency and savings. I
20 was treated as if I was the most important client, which
21 I am.

22 **CHAIRMAN BROWN:** Of course you are.

23 **MS. BOCK:** And the gentleman came and he
24 looked over and told me what I could do. FP&L has to
25 maintain fine standards for serving its customers. I

1 can only hope it continues and is not forced to cancel
2 any programs. I appreciate what they do and I thank
3 them, and I thank you.

4 **CHAIRMAN BROWN:** Thank you, Ms. Bock.

5 Commissioners, any questions?

6 Thank you for your testimony.

7 **MR. KELLY:** After Ms. Miller is Douglas Young.

8 **CHAIRMAN BROWN:** Good evening, Ms. Miller.

9 **MS. MILLER:** Good evening. My name is Lolita
10 Miller. I also reside at Century Village in Pembroke
11 Pines. I support the Florida Power & Light endeavors
12 because of their unwavering commitment to serve our
13 community. It is very important for us to maintain the
14 wonderful services we are receiving from Florida Power &
15 Light. I cannot thank Florida Power & Light enough for
16 serving our community at our most crucial moments. I do
17 hope we can come to a compromise that benefits all
18 parties. Thank you.

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

20 **MS. MILLER:** And I also have been a customer
21 of Florida Power & Light for approximately 12 years.

22 **CHAIRMAN BROWN:** Thank you.

23 Commissioners, any questions or comments?

24 Okay. Thank you so much.

25 **MS. MILLER:** Thank you.

1 **CHAIRMAN BROWN:** We're hitting about the
2 two-hour mark, but I know we have a few left, so if we
3 could just motor through. I'm not going to suggest a
4 break just yet. Thank you.

5 **MR. KELLY:** After Mr. Young is John Eastman.

6 **CHAIRMAN BROWN:** Good evening.

7 **MR. YOUNG:** Good evening. My name is Douglas
8 Young. I live at 10871 West Clairmont Circle, Tamarac.
9 Phone number, (954)232-1956. And I've been a customer
10 for almost 25 years.

11 I give you something a little bit different
12 here. My experience and perspective in terms of FPL
13 relates to some positive environmental experiences in
14 the Broward community.

15 FPL has been helpful and sensitive to an issue
16 that nobody has talked about. It has to do with sea
17 turtles and supporting sea turtle-friendly lighting.
18 I'm very involved with sea turtle hatchling rescue. I'm
19 a permitted volunteer during the season, which is right
20 now, and FPL has been working to improve the lighting,
21 that is, sea turtle-friendly lighting, and I know
22 lighting is a big issue. And I'm talking related to the
23 coastal areas in Broward during the season. FPL
24 actually has their own program in sea turtle rescue that
25 a lot of people don't know about, and -- but people in

1 the sea turtle community know about that program.

2 The other thing is, in addition, many FPL
3 employee volunteers in Broward County have helped with
4 coastal dune restoration, and during different, a few
5 different times during the year have actually helped to
6 remove invasive plants -- those are things like, you've
7 probably never heard this word, Scaevola -- and have
8 replaced that to help rebuild the dune system with
9 thousands of sea oat seedlings, which, when they grow,
10 actually help to retain the sand on the beach and
11 increase the habitat for nesting sea turtles and shore
12 birds. So there's a lot of good environmental things
13 that go on.

14 But my main point here is this, it's about
15 facts. I'm not presenting you with all these technical
16 facts and all kinds of scientific facts or any of these
17 facts that other people have talked about, but I just
18 say to you, look at all the facts, study the facts, and
19 make your determination that way. And don't base
20 things, and I'm sure you won't, on emotion. Base it on
21 the facts themselves. That's the way all these
22 decisions should be made. And I thank you for your time
23 and good evening.

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

25 Commissioners, any questions, comments?

1 Okay. Thank you. Have a great night.

2 **MR. KELLY:** After Mr. Eastman is Susanna Cox.

3 **CHAIRMAN BROWN:** Good evening.

4 **MR. EASTMAN:** Good evening. John Eastman,
5 Southwest Ranches, 4801 on 188 Avenue, (954)252-0937.
6 I've got a little physics background, so I understand
7 production of electromotive force and power transmission
8 and those sort of things, and, you know, they do a
9 pretty good job at it. I'm a native. I'm a fifth
10 generation living in the area here, so we were here
11 before FPL. And I've had a lot of interaction with them
12 over the years as president of my homeowners
13 association, 430 homes. We have not had a positive
14 experience with Florida Power & Light. We're out west.
15 I was 28 days after Wilma without electric. I finally
16 ran out of propane for my generator. In three days we
17 had nothing. A crew from, I think it was Maine, came
18 down and finally strung up a few wires and got us back
19 up.

20 But their storm recovery fee initially was
21 used well, but now they seem to be fat with it and
22 they've been wasting the money. We've had three feeder
23 change outs on Griffin Road. One of them was
24 unnecessary because they widened the road, and they
25 could have at least asked the city, "Hey, are you going

1 to widen the road?" No, they put them in in the wrong
2 spot. It's a total waste of money. They just did
3 another change out exactly the same setup. Why are you
4 doing that? You just did the last one five years ago.
5 So they're getting too much there.

6 I want to touch on Turkey Point. It's a huge
7 mess down there. You've got the saltwater plume, you
8 have isotopes leaking into the bay. That needs to be
9 cleaned up. Those plants are too old. They need to be
10 shut down. I went to the NRC hearings on the two new
11 units. You've got to stop that. And the hundreds of
12 millions that they've already wasted in the planning of
13 those plants needs to be back charged to their
14 investors, not us, not the ratepayers. You know, if you
15 build a plant, that needs to be paid by the
16 stockholders, not the ratepayers. We'll start paying
17 once you put it online and make it available to us.
18 Something got wrong there when Wall Street took this
19 company over a number of years ago.

20 There's a -- Oak Ridge Laboratories back in
21 the '60s ran a fluoride thorium salt reactor. It's a
22 clean reactor. It doesn't produce waste. Turkey Point
23 has been storing their waste onsite down there. They
24 have nowhere to send it. There's no national policy on
25 it. It's a huge liability to Southeast Florida, and it

1 sits just a few feet above sea level.

2 **CHAIRMAN BROWN:** Thirty seconds, sir.

3 **MR. EASTMAN:** There was a huge problem down
4 there after Andrew. And if you all look into it, you
5 know how close we came to a major disaster down there
6 because the power plant was not producing power, and you
7 need to keep those pumps and cooling systems going.

8 They've been wasting massive amounts on
9 advertising prior to these hearings. That needs to be
10 back charged to their investors.

11 Malinvestment in solar and wind. Solar and
12 wind does not work for electromotive power. When you
13 need it 24/7 to run pumps, air conditioning, high power
14 items, you can't depend on windmills and solar.

15 **CHAIRMAN BROWN:** Mr. Eastman, your time is up.

16 **MR. EASTMAN:** Okay.

17 **CHAIRMAN BROWN:** But I do have a question for
18 you.

19 **MR. EASTMAN:** Sure.

20 **CHAIRMAN BROWN:** You said that you're
21 president of an HOA, 400 homes. Are you still
22 president?

23 **MR. EASTMAN:** I just gave it up this year .

24 **CHAIRMAN BROWN:** You did?

25 **MR. EASTMAN:** But I'm still active.

1 **CHAIRMAN BROWN:** What neighborhood
2 association?

3 **MR. EASTMAN:** Southwest Ranches. It's called
4 Country Estates.

5 **CHAIRMAN BROWN:** Okay.

6 **MR. EASTMAN:** And if I took you out there, you
7 wouldn't believe the stuff that FPL has done to us.

8 **CHAIRMAN BROWN:** Are you authorized to speak
9 on its behalf?

10 **MR. EASTMAN:** I'm not doing it on its behalf,
11 but I can.

12 **CHAIRMAN BROWN:** That's probably the more
13 appropriate question. Okay. So any other issues that
14 you've had with the neighbor -- in that neighborhood?

15 **MR. EASTMAN:** Well, we have really old wiring,
16 and the wiring was produced when these houses were built
17 in '78, our whole planned unit development area, and the
18 wiring had poor shielding. So we've had a number of
19 burnouts underground, the service. FPL is aware they
20 all need to be changed. We've had a number of house
21 fires because we get open neutrals. So you get 220
22 running through your appliances that are designed to run
23 on 110.

24 **CHAIRMAN BROWN:** Thank you.

25 Commissioners, any other questions or

1 comments?

2 Thank you for your testimony tonight.

3 **MR. EASTMAN:** Thank you. Oh, and I agree
4 totally with Mr. Kelly's assessment of the finances.
5 Thank you.

6 **CHAIRMAN BROWN:** All right.

7 **MR. KELLY:** After Ms. Cox is -- I think
8 it's -- is it Stephen Malagodi?

9 **CHAIRMAN BROWN:** Good evening, Ms. Cox.

10 **MS. COX:** Hello, Commissioners. My name is
11 Susie Cox. I live at 360 Northwest 5th avenue, Boca
12 Raton, Florida. I am a public school teacher and an FPL
13 customer from Palm Beach County. I'm here today because
14 I have a number of concerns with Florida Power & Light's
15 request from the Public Service Commission.

16 My focus is on economic concerns because,
17 frankly, as a teacher and a single mom, I can't afford
18 to make additional donation to FPL every month. As it
19 stands, I work three jobs in order to be able to pay my
20 bills each month, and a 23 percent rate hike would
21 create an additional financial burden that is not fair
22 or necessary.

23 Recent projections by the University of
24 Florida's Bureau of Economic and Business Research shows
25 that the rate of population increase in South Florida is

1 expected to slow down dramatically after the year 2020.
2 In fact, Florida Power & Light itself concedes that the
3 rate of population increase will level off after 2018.
4 This begs the question then of why is Florida Power &
5 Light forcing new energy infrastructure projects on
6 ratepayers when the service population is not growing?
7 There is no increased need and there should be no new
8 projects, investments, or rate increases.

9 Further, I am concerned that Florida Power &
10 Light is a profit -- private profit-driven company that
11 is acting as if it were a public utility. FPL straddles
12 this public/private fence and chooses a side that
13 benefits the bottom line every time. For example, FPL
14 falls on the public side when it requests advanced cost
15 recovery dollars through the Public Service Commission
16 to have taxpayers pay upfront for major capital
17 improvement projects that have no binding requirement to
18 be completed after they have been financed by people
19 like me. Additionally, Florida Power & Light enjoys
20 these public-sided privileges by effectively operating a
21 monopoly when the type of market dominance would be in
22 violation of nearly every antitrust law in any other
23 industry. However, Florida Power & Light takes
24 advantage of private-side loopholes by benefiting
25 shareholders at the expense of ratepayers.

1 They are actively engaging in preventing
2 public access to solar energy, and they are pumping
3 millions of ratepayer dollars into a campaign that is
4 not the public interest. This campaign seeks to create
5 legislative --

6 **CHAIRMAN BROWN:** Thirty seconds.

7 **MS. COX:** -- and logistical constraints on
8 solar power in Florida. Again, Florida Power & Light is
9 playing their public card by perpetuating their monopoly
10 and eliminating a natural market competition, a truly
11 anticapitalist enterprise. I am asking for you, as
12 regulators, to do the right thing. Please do not allow
13 Florida Power & Light to continue to exploit working
14 class families like mine in order to meet their bottom
15 line.

16 **CHAIRMAN BROWN:** Thank you, Ms. Cox, for your
17 testimony.

18 **MS. COX:** Thank you.

19 **CHAIRMAN BROWN:** Commissioners, any questions
20 or comments?

21 Thank you again.

22 **MR. KELLY:** After Mr. Malagodi is Jean
23 McIntyre.

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

25 **MR. MALAGODI:** I'm sorry. I'm just starting

1 my own timer here.

2 **CHAIRMAN BROWN:** That's right.

3 **MR. MALAGODI:** Steve Malagodi. I'm the
4 present of 350 South Florida. I live in Boca Raton.
5 And we oppose the rate increase, of course. A
6 24 percent rate increase is outrageous. People can't
7 afford it.

8 In Miami-Dade County, expressed as a ratio of
9 income to housing, it's more expensive to live in South
10 Florida than it is in New York City. It's impossible
11 for people to afford housing in South Florida. Adding a
12 24 percent increase to their electric bill is outrageous
13 and unaffordable.

14 You're also -- FPL is -- you're -- FPL is also
15 asking for an increase in their profits from investments
16 from 10.5 to 11.5 percent. Usually when you increase
17 profits from investment opportunities, you also are
18 increasing risk. Now, as I remember, FPL -- a federal
19 court just ruled that FPL had exceeded, and the PSC, I
20 think, had exceeded its authority in authorizing FPL
21 investments in a natural gas facility in Texas. So
22 nobody trusts, really, what FPL is doing, and that issue
23 of trust is an important one.

24 So let's talk about Turkey Point. Turkey
25 Point is an international disaster. It's a disaster in

1 South Florida, a real ongoing crisis, and yet FPL
2 continues to conduct its campaign of disinformation. I
3 was at the hearing down in Pine Crest, and FPL chose,
4 instead of coming clean with the public about what's
5 really going on there, FPL chose to present a public
6 relations deception presentation. It was just awful.
7 And everybody in that -- people in that audience knew
8 what was going on, and for FPL to try and put a snow job
9 over on people, that audience, was just absolutely
10 unconscionable. Right?

11 So, you know, FPL, you know, we continue to
12 pay for two nuclear reactors that are never going to be
13 built. Everybody knows they're never going to be built.
14 FPL wants the public to pay for their cleanup, which
15 they knew in the '70s, their own engineers told them,
16 that the cooling canals wouldn't work. They covered it
17 up. When they were approved for a temperature increase
18 in the cooling canals, their own engineers said, "It's
19 going to make matters worse, what you're planning."
20 They covered it up.

21 **CHAIRMAN BROWN:** Thirty seconds.

22 **MR. MALAGODI:** Right. Okay. So they don't
23 deserve it. People can't afford it.

24 I just want to say something. It's
25 interesting how people confuse the PSC with FPL here

1 tonight. Why is that? It's because people understand
2 the whole process is corrupt. They understand the
3 process of regulatory capture. I want you to just be
4 prudent. Take a look at what's going on all across
5 Europe, in Greece, in Spain, in France, and now in
6 Britain.

7 **CHAIRMAN BROWN:** Thank you, sir. Your time is
8 up. Can you state your name again?

9 **MR. MALAGODI:** When people lose, when people
10 lose --

11 **CHAIRMAN BROWN:** Sir, can you state your name
12 again?

13 **MR. MALAGODI:** Stephen Malagodi,
14 M-a-l-a-g-o-d-i. When people lose confidence, they do
15 stupid things.

16 **CHAIRMAN BROWN:** Okay. Thank you. Goodbye.
17 I believe there have been a few other people
18 that have come in that have submitted their names. We
19 have three left. For those -- whoever is going to speak
20 that has not been sworn in, can you please raise your
21 hand. Are there -- anybody who hasn't been sworn in?
22 Please stand and raise your right hand.

23 Do you swear or affirm to tell the truth in
24 this matter?

25 (Collective affirmative responses.)

1 (Witnesses collectively sworn.)

2 (Interpreter commenting in Spanish.)

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

4 **MS. MCINTYRE:** Good evening, Madam Chair and
5 Commissioners. My name is Jean McIntyre, and I have
6 been a resident in Broward County for a long time. But
7 I'm going to speak tonight about my current residence,
8 which is 941 Southwest 115th Avenue in Pembroke Pines,
9 Florida. And I've lived in that home since 1999, and my
10 electric bill now is about \$100 less than when I moved
11 in. That's just the fact. And, you know, I certainly
12 appreciate that, but I also recognize that it probably
13 can't continue that way.

14 And I do certainly appreciate a lot of the
15 things that FPL does for this community. My son also
16 recently moved to Tallahassee, and, you know, he's
17 mid-20s, getting started, struggling, and, you know,
18 budgeting is very important at this salary level, and he
19 was not anticipating the electric cost he incurred in
20 that area. And it's actually comparable to what I pay
21 in my home, and he's in a one-bedroom apartment. So,
22 you know, it was kind of a reality check, but it
23 certainly speaks to what happens here. Thank you.

24 **CHAIRMAN BROWN:** Thank you so much. Thank
25 you, Ms. McIntyre.

1 Commissioners, any questions or comments?

2 Thank you. Next customer, please.

3 **MR. KELLY:** Howard Willis, followed by Sharon
4 Williams.

5 **CHAIRMAN BROWN:** Good evening, Mr. Willis.

6 **MR. WILLIS:** Good evening. My name is Howard
7 Willis. I reside at 9841 Southwest 1st Court in
8 Plantation. I'd rather not give out my phone number, if
9 you don't need it.

10 **CHAIRMAN BROWN:** That's fine.

11 **MR. WILLIS:** I own a business called FastSigns
12 in, located in Davie, Florida. And, first of all, I
13 guess I'm here to support an increase, but I'm not here
14 to suggest what is a reasonable increase. As far as I'm
15 concerned, I'm trying to manage a business, and I think
16 that's your role, that's your fiduciary duty you have to
17 the rate holders -- ratepayers. I'm also not here to
18 disagree with the voices we've heard for people who are
19 really living on a marginal income.

20 I am here, though, to talk about, briefly, I
21 opened a business nine years ago, and I called in FP&L,
22 and basically it was a great experience. While I was in
23 my build out, I have about a 3000-square-foot facility,
24 and, by the way, I'm very appreciative to, I guess, the
25 state for classifying manufacturing as non-sales tax --

1 as sales tax exempt. So that's a very valuable benefit
2 to us.

3 So basically when I was in my build out, the
4 lady came from FP&L and did a great job and gave me some
5 great advice. I insulated the facility, had a bay door
6 in the back and insulated all that. And bottom line is
7 that nine years later I'm paying 7 percent less but my
8 business has quadrupled. So I haven't even factored in
9 that I have printers, I have all different kinds of
10 equipment and computers, so it wouldn't -- I couldn't
11 survive without power, electric power. So the service
12 for me has been great.

13 And the last thing that I would, I would like
14 to call your attention to is being in the sign industry,
15 we're missing a big opportunity in converting neon to
16 LED. There are literally tens of thousands of
17 businesses that have that ancient technology of neon,
18 and so those businesses are paying higher maintenance
19 costs for those signs and they're paying about four
20 times what they should be paying per hour of usage when
21 we use LED. So I appreciate if you would spread the
22 word to the decision-makers. It obviously would help
23 us. And, by the way, we're not a vendor of FP&L.

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

25 **MR. WILLIS:** So thank you.

1 **CHAIRMAN BROWN:** I appreciate that. Thank
2 you, and thank you for your comments.

3 Commissioners, any questions?

4 Thank you again.

5 **MR. WILLIS:** Thank you.

6 **MR. KELLY:** Ms. Sharon Williams is the last
7 speaker I have.

8 **CHAIRMAN BROWN:** Last but not least.

9 **MS. WILLIAMS:** Well, good evening.

10 **CHAIRMAN BROWN:** Good evening.

11 **MS. WILLIAMS:** I had no intentions of speaking
12 at first, I've been here from the beginning, but as I
13 listened, I felt like I had to just say a little
14 something.

15 First of all, not to knock businesses, but I
16 hear a lot of the top 1 percent speaking up and patting
17 on the back a top 1 percent maker. We, as a country,
18 definitely in Florida as well, we're not getting pay
19 raises, but they're asking for this increase that would
20 affect our livelihood, our end numbers.

21 I thought about it and said we haven't had a
22 hurricane, a major hurricane here for a long time, which
23 means the money that Florida Power & Light had been
24 collecting from us they used to do the improvements.
25 They got that. Okay? And they probably got profits

1 from that as well.

2 As far as speaking about them not increasing
3 anything else, my mother just received a notice in the
4 mail indicating for parks and open areas that their
5 bills are going to go up because the cost has to be
6 covered. I mean, what else is going to come up?
7 They're saying for the nuclear plants and so forth, but
8 they're collecting costs for other things as well, and
9 it's affecting people's bottom line.

10 When it comes to my own personal home -- as a
11 matter of fact, I'm sorry, I was supposed to say Sharon
12 Williams, 7660 Tropicana Street, Miramar, Florida, the
13 only Miramar person today, sounds like it -- when the
14 winds blows, Florida Power & Light, thank God I have it,
15 because I love my air conditioning, I definitely love my
16 air conditioning, but when the wind blows, my lights
17 kind of flicker and dim. They've been working on it.
18 And when the lights go off or go out, then I'm told
19 that, "No, it's not right here in your area. It's
20 somewhere down the line and they're working on it." And
21 sometimes we're out of power -- it hasn't happened in a
22 little while, but, you know, the hurricane season or the
23 strong wind season is here. I'm waiting for it to
24 happen again, for the lights to go out. And it's hot
25 when the lights are out. To tell me it's down the line

1 and they're telling me, oh, it's going to be -- first
2 they say three hours and then I hear, oh, it's going to
3 be, like, six hours, that's a problem.

4 Okay. Bottom line, of course you need to have
5 some increases in some businesses, but not to the point
6 where you're fattening your pockets. That's my, you
7 know, objection to this. Don't fatten your pockets at
8 our expense. All right? And to clarify, no, I do not
9 agree with the increase, and thank you for your time.

10 **CHAIRMAN BROWN:** Thank you, Ms. Williams, for
11 your comments today.

12 Commissioners, any?

13 Anybody else like to speak? All right.

14 All right. Thank you.

15 Thank you so much. I want to take the time --
16 this service hearing will be adjourned -- but I want to
17 just express my appreciation for all of you coming
18 tonight, for staying tonight, and also to express it is
19 just a true privilege to be sitting here listening to
20 you all. So thank you. This hearing is adjourned.

21 (Service hearing adjourned at 7:25 p.m.)
22
23
24
25

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

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

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

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

18 DATED THIS 13th day of July, 2016.

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25


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FPSC Official Hearings Reporter
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