

Adam Teitzman

From: Cindy Muir
Sent: Tuesday, May 6, 2025 12:23 PM
To: Adam Teitzman
Subject: Response Letter/Docket 20250011
Attachments: Commissioner Amanda Ballard - FPL Service Hearing - Cindy.docx

Hi Adam:

Please place the attached response letter to the Manatee County Commissioners in Docket No. 20250011.

Thank you,
Cindy

*Cynthia L. Muir, APR
Director, Office of Consumer Assistance & Outreach
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399
850-413-6862
cmuir@psc.state.fl.us*

COMMISSIONERS:
MIKE LA ROSA, CHAIRMAN
ART GRAHAM
GARY F. CLARK
ANDREW GILES FAY
GABRIELLA PASSIDOMO SMITH

STATE OF FLORIDA



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

May 6, 2025

Commissioner Amanda Ballard
Board of County Commissioner, District 2
1112 Manatee Avenue West
Bradenton, FL 34205

RE: Docket #20250011

Dear Commissioner Ballard:

On behalf of Florida Public Service Commissioners, we thank you and the Manatee County Commissioners for your correspondence. Customer input is an important part of the FPSC's rate case process, and we appreciate the concerns to ensure Manatee County residents have the opportunity to participate.

As stated in your letter, the FPSC has scheduled seven in-person customer service hearings throughout FPL's service territory. The FPSC understands that travel time, as well as other challenges, may prevent some customers from attending an in-person hearing. While your letter indicates that virtual hearings do not offer customers the same opportunity as participating in-person, the FPSC has had great success with customers testifying at our virtual customer hearings, as they allow participation from any location and are offered at various times of day. FPSC Commissioners attend the virtual hearings and cross examine customers when necessary. Customer testimony at virtual hearings is transcribed and treated the same as in-person customer testimony.

Three virtual customer hearings are scheduled for FPL customers to testify. The only equipment needed to participate is a telephone, and the virtual hearings occur at staggered times to accommodate as many customers as possible. Virtual hearings occur on Tuesday, June 3, at 6:00 p.m. and on Wednesday, June 4, at 10:00 a.m. and at 2:00 p.m. A Spanish interpreter will be available at the June 3, 6:00 p.m. hearing and at the June 4, 2:00 p.m. hearing. Customers can register to speak at a virtual hearing beginning on May 20, at 9:00 a.m. and ending on June 2, at 12:00 p.m. on the FPSC website, www.FloridaPSC.com. Customers can also register by emailing speakersignup@psc.state.fl.us, and those without internet access can call 850.413.7080.

While service hearings are an important part of a rate case, they are only one part. Customers may provide input to the Commission at any time by submitting written correspondence to the Clerk's Office at clerk@psc.state.fl.us and referencing Docket No. 20250011-EI. Hundreds of customer

comments have already been received and reviewed. In addition, all ratepayers are represented by the Office of Public Counsel, who will advocate on their behalf.

FPSC Commissioners look forward to speaking with FPL customers both in-person and virtually. We hope that Manatee County Commissioners encourage residents to participate in the FPSC's rate case process by testifying at a customer service hearing.

Sincerely,

Cynthia L. Muir