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BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 20210015-EI

Petition for rate increase
by Florida Power & Light
Company.

_____ /

PROCEEDINGS: SERVICE HEARING

COMMISSIONERS
PARTICIPATING: COMMISSIONER ANDREW GILES FAY
COMMISSIONER MIKE LA ROSA
COMMISSIONER GABRIELLA PASSIDOMO

DATE: Friday, June 25, 2021

TIME: Commenced: 10:00 a.m.
Concluded: 11:46 a.m.

PLACE: Betty Easley Conference Center
Room 148
4075 Esplanade Way
Tallahassee, Florida

REPORTED BY: DANA W. REEVES
Court Reporter

PREMIER REPORTING
112 W. 5TH AVENUE
TALLAHASSEE, FLORIDA
(850) 894-0828

1 APPEARANCES:

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4 700 Universe Boulevard, Juno Beach, Florida 33408;
5 KENNETH A. HOFFMAN, ESQUIRE, 134 W. Jefferson Street,
6 Tallahassee, Florida 32301; RUSSELL A. BADDERS, ESQUIRE,
7 Gulf Power Company, One Energy Place, Bin 100,
8 Pensacola, Florida, 32520, appearing on behalf of
9 Florida Power & Light Company (FPL).

10 BRADLEY MARSHALL and JORDAN LUEBKEMANN,
11 ESQUIRES, Earthjustice, 111 S. Martin Luther King Jr.
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13 REICHERT, ESQUIRE, Earthjustice, 4500 Biscayne
14 Boulevard, Suite 201, Miami, Florida 33137, appearing on
15 behalf of Florida Rising, Inc., League of Latin American
16 Citizens of Florida, and Environmental Confederation of
17 Southwest Florida.

18 THOMAS JERNIGAN, MAJOR HOLLY BUCHANAN, CAPTAIN
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23

24

25

1 APPEARANCES CONTINUED:

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3 ESQUIRES, Moyle Law Firm, 118 North Gadsden Street,
4 Tallahassee, FL 32301; appearing on behalf of Florida
5 Industrial Users Group (FIPUG).

6 JAMES W. BREW and LAURA W. BAKER, Stone Law
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9 Retail Federation (FRF).

10 WILLIAM C. GARNER, ESQUIRE, Law Office of
11 William C. Garner, 3425 Bannerman Road Unit 105, #414,
12 Tallahassee, Florida 32312, appearing on behalf of The
13 Cleo Institute Inc.

14 GEORGE CAVROS, ESQUIRE, 120 E. Oakland Park
15 Boulevard, Suite 105, Fort Lauderdale, Florida 33334;
16 appearing on behalf of Southern Alliance for Clean
17 Energy (SACE).

18 KATIE CHILES OTTENWELLER, ESQUIRE, 838 Barton
19 Woods Road, Atlanta, Georgia 30307, appearing on behalf
20 of Vote Solar.

21 NATHAN SKOP, ESQUIRE, 420 NW 50th Boulevard,
22 Gainesville, FL 32607, appearing on behalf of Alexandria
23 and Daniel Larson.

24

25

1 APPEARANCES CONTINUED:

2 RICHARD GENTRY, PUBLIC COUNSEL; CHARLES
3 REHWINKEL, DEPUTY PUBLIC COUNSEL; PATRICIA A.
4 CHRISTENSEN and ANASTACIA PIRRELLO, ESQUIRES, OFFICE OF
5 PUBLIC COUNSEL, c/o The Florida Legislature, 111 West
6 Madison Street, Room 812, Tallahassee, Florida
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8 State of Florida (OPC.).

9 SUZANNE BROWNLESS, BIANCA LHERISSON, SHAW
10 STILLER and JENNIFER CRAWFORD, ESQUIRES, FPSC General
11 Counsel's Office, 2540 Shumard Oak Boulevard,
12 Tallahassee, Florida 32399-0850, appearing on behalf of
13 the Florida Public Service Commission (Staff).

14 KEITH HETRICK, GENERAL COUNSEL; MARY ANNE
15 HELTON, DEPUTY GENERAL COUNSEL, Florida Public Service
16 Commission, 2540 Shumard Oak Boulevard, Tallahassee,
17 Florida 32399-0850, Advisor to the Florida Public
18 Service Commission.

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1 P R O C E E D I N G S

2 COMMISSIONER FAY: Good morning. I'd like to
3 welcome everyone to this customer service hearing
4 for the Florida Power & Light and Gulf Company rate
5 case. Today's service hearing is an important part
6 of the rate process and is dedicated to hearing
7 from you, the customers. My name is Andrew Fay and
8 I have the privilege of chairing the meeting today.
9 Staff, please read the meeting notice.

10 MS. LHERISSON: By notice issued on June 3rd
11 and 4th 2021, this time and place has been set
12 for a customer service hearing in Docket Hearing
13 No. 20210015-EI.

14 COMMISSIONER FAY: Great. Thank you. Now,
15 let me just begin by thanking everyone for
16 attending this meeting, taking the time out of your
17 busy schedules. We appreciate the interest in the
18 petition, and as the hearing itself describes, this
19 is for the customers to provide their direct
20 feedback for us to consider. In August, there will
21 be a technical hearing to discuss the substance and
22 evidence of the actual rate case. If you'd like to
23 speak with an FPL or Gulf customer service
24 representative, a representative can be reached at
25 (833)407-2007. Our office also has Curt Mouring,

1 who will be available within our Division of
2 Accounting and Finance, and his e-mail is
3 cmouring@PSC.state.fl.us. And that's cmouring,
4 C-M-O-U-R-I-N-G. You can also call (850)413-6427.
5 In addition to that, we have technical staff online
6 today.

7 This as an official hearing that will be
8 transcribed and become a part of our official
9 record. Please note that your comments will also
10 be subject to cross-examination, that is you may be
11 asked questions either by parties or by one of the
12 Commissioners. I also want to mention that we do
13 have a Spanish interpreter on the call today, Ms.
14 Rosie Prieto, and she'll be available if needed.

15 Just to give a little context to the customer
16 background before we get into appearances. Those
17 who are calling in today, a few things to remember,
18 please attempt to keep your phone on mute and quiet
19 at all times when you are not speaking. If we do
20 have noise on the line, we will have to disconnect
21 you and have you call back in, just to ensure that
22 we can hear the other callers as they're speaking.
23 We also ask that when you are ready to speak, that
24 you take your phone off of speaker, if it is on
25 speakerphone, and either speak directly into the

1 microphone or headset that you're using so we have
2 less of an echo. And just once I've provided this
3 context, I'll take appearances for the parties, I
4 just want to make sure the customers know the order
5 that we'll be taking up this information. In
6 addition to that, like I said, if you disconnect,
7 please call back in. We appreciate the
8 professional nature of these proceedings. We
9 obviously want to respect everyone's comments and
10 go through them accordingly.

11 Last but not least, if you'd like to share
12 your information with the Commission, you are able
13 to do that through our website via e-mail or by
14 mail directly with our office.

15 With that said, we will start with
16 appearances. At this time, we'll take appearances
17 from counsel for the parties, starting with Florida
18 Power & Light.

19 MS. COTNER: Good morning. My name is Kate
20 Cotner and I'm appearing on behalf of Florida Power
21 & Light Company. I'd like to make an appearance
22 for Wade Litchfield and Russell Badders.

23 COMMISSIONER FAY: Thank you. Office of
24 Public Council.

25 MR. REHWINKEL: Good morning. My name is

1 Charles Rehwinkel with the Office of Public Council
2 and I'd like to enter an appearance for Richard
3 Gentry, the public counsel, and Patti Christenson.

4 COMMISSIONER FAY: Great, thank you. Florida
5 Rising, LULAC and ECOSWF.

6 MR. LUEBKEMANN: Good morning, Commissioner
7 Fay. Yes. ECOSWF is the quick way to get that one
8 done.

9 COMMISSIONER FAY: Thank you.

10 MR. LUEBKEMANN: Jordan Luebke. For those
11 three parties, I'd like to also enter an appearance
12 for my colleague Bradley Marshall and my colleague
13 Christina Reichert.

14 COMMISSIONER FAY: I'm sorry. Say the last
15 name again.

16 MR. LUEBKEMANN: Christina Reichert.

17 COMMISSIONER FAY: Thank you. FEA. FIPUG.
18 SACE. FRF. Vote Solar.

19 MS. OTTENWELLER: Good morning.

20 COMMISSIONER FAY: Go ahead, Ms. Ottenweller.

21 MS. OTTENWELLER: My name is Katie Chiles
22 Ottenweller and I'm here on behalf of Vote Solar
23 and I'd also like to enter an appearance for Bill
24 Garner on behalf of the CLEO Institute. Thank you.

25 COMMISSIONER FAY: Great. Walmart. The

1 Larsons.

2 MR. SKOP: Yes. Good morning, Commissioner
3 Fay. Nathan Skop entering an appearance on behalf
4 of Alexandria Larson.

5 COMMISSIONER FAY: Great. Thank you. FAIR.

6 MR. WRIGHT: Thank you, Commissioner. Robert
7 Scheffel Wright appearing on behalf of Floridians
8 Against Increased Rates, Inc. I'd also like to
9 enter an appearance for my law partner, John Thomas
10 Lavilla, III. Thank you.

11 COMMISSIONER FAY: All right. Thank you.
12 We'll now move to staff.

13 MS. LHERISSON: Bianca Lherisson on behalf of
14 Commission staff. I would also like to enter an
15 appearance for Shaw Stiller and Suzanne Brownless.

16 MS. HELTON: And Mary Anne Helton is here as
17 your advisor. I'd also to enter an appearance for
18 your General Counsel, Keith Hetrick.

19 COMMISSIONER FAY: Great. Thank you. We'll
20 now move into opening statements for the parties in
21 the case that have legal counsel that just spoke
22 earlier. I'll walk through the parties that we
23 have here and if you could make your comments
24 brief, but we'll allow that at this time. We'll
25 start with FPL for their opening statement.

1 MS. COTNER: Thank you so much. So here today
2 is Christopher Chapel who will provide our opening
3 remarks this morning, followed briefly by the
4 opening remarks in Spanish, Ms. Prieto.

5 COMMISSIONER FAY: Great. Go ahead, Mr.
6 Chapel.

7 MR. CHAPEL: Thank you. Thank you,
8 Commissioner Fay. Thank you to all of our
9 customers who have taken the time to be here with
10 us today. Before I begin I'd like to extend our
11 thoughts and prayers to the families affected by
12 the horrible tragedy in Surfside, Miami. At times
13 like this, we are reminded that our customers are
14 our friends, our neighbors and our families. Our
15 hearts are broken. We have a team on site who will
16 continue to provide whatever support and help we
17 can.

18 As Katie said, my name is Christopher Chapel.
19 I'm the Vice President of customer service for FPL.
20 FPL is a regulated energy company. This means the
21 Public Service Commission oversees our rates and
22 operations to ensure we deliver safe and reliable
23 service at fair prices. We're here today because
24 we're asking for new base rates beginning in 2022.
25 I am proud to be part of the team that provides you

1 with America's best energy value, electricity
2 that's not just clean and reliable, but also
3 affordable. That doesn't mean we can't be better,
4 which is why your feedback is so important to us.
5 Fundamentally, our mission is to provide you with
6 excellent service at affordable rates. Your
7 electricity is cleaner and more reliable than ever.
8 It's also affordable. The rates you pay are well
9 below the national average. Our typical
10 residential customer bill is lower today than it
11 was 15 years ago. This is the result of FPL's
12 consistent and deliberate efforts to continuously
13 improve on our performance and the value we provide
14 our customers. It takes purposeful and
15 never-ending commitment to be the best utility
16 possible.

17 And this is at the heart of our rate request.
18 We're standing by our proven track record in
19 promising an even better tomorrow, a more resilient
20 and sustainable energy future that all of us can
21 depend on. Our smart investments have increased
22 generation efficiency and dramatically improved
23 reliability. In fact, we've been the most reliable
24 electric utility in Florida for the last 15 years.
25 And we've improved our storm preparedness and

1 mobilization. As a result, we've dramatically
2 improved our restoration times. But it's been five
3 years since our last rate request. Florida is now
4 the country's third-largest state, the world's
5 17th largest economy. FPL is growing, too. We
6 now serve more than 11 million Floridians. And
7 though we've invested billions of dollars every
8 year to support Florida's growth and to
9 continuously improve your service, many of these
10 investments are not included in the current rates.
11 So we've asked the PSC to approve a plan that would
12 phase in new rates starting in 2022.

13 Please keep in mind that the proposed
14 increases spread across millions of customers in
15 over a four-year period. So even with the proposed
16 rate increase, typical residential bills will
17 continue to remain well below the national average.
18 And, importantly, the plan will allow us to
19 continue to make proven investments in
20 infrastructure, clean energy and technologies that
21 benefit our customers and our growing state.

22 While we work hard every day to keep bills
23 low, we also recognize that some of our customers
24 face challenges. To this end, we partner with
25 dozens of assistance agencies to distribute LIHEAP

1 and Care to Share Funding to help customers who are
2 struggling to pay their bills. And during the
3 COVID pandemic, we received approval from the PSC
4 to create a number of unit programs that provided
5 approximately 75 million dollars in assistance to
6 customers.

7 As we always have and always will, we're here
8 to support our customers. In fact, we have
9 employees available right now to help. You can
10 contact them at (833)407-2007. In closing, we are
11 committed to serving you today while always looking
12 over the horizon so we're ready to meet your energy
13 needs tomorrow.

14 We're looking forward to hearing from you. We
15 want to hear what we do well. To that end, we've
16 asked customers who said they value our services to
17 share their thoughts today. But, more, importantly
18 we want to know where we can improve. I want to
19 thank you for your participation today and thank
20 you for the opportunity to serve you.

21 I now would like to turn it over to Rosie
22 Prieto, Senior Director of our Customer Care Team
23 to welcome our Spanish-speaking customers.

24 (Whereupon, Rosie Prieto made introductory
25 remarks in Spanish.)

1 COMMISSIONER FAY: Great. Thank you. We'll
2 now move to the Office of Public Counsel.

3 MR. REHWINKEL: Good morning, Commissioners,
4 parties, and, most of all, customers. My name is
5 Charles Rehwinkel and I'm an attorney with the
6 Public Council's Office. This office was
7 established 47 years ago by the Florida
8 legislature. We are independent of the Public
9 Service Commission. We are your lawyers. We have
10 hired six expert witnesses in this case. They are
11 in the areas of accounting, finance and engineering
12 and they paint a different financial picture than
13 the one FPL has presented. The picture they
14 present is a rate increase is not needed, that FPL
15 does not need the level of profit they are asking
16 for. And this opinion is shared by the witnesses
17 that are provided by the other special customer
18 representative groups.

19 You will hear today a lot of good things about
20 FPL, and we do not dispute that. FPL is a
21 well-managed company and it is comprised of many,
22 many hard-working people. But today is your day
23 and we are here to hear from you and we look
24 forward to this hearing. Thank you, Mr. Chairman.

25 COMMISSIONER FAY: Thank you. Next we've move

1 to Florida Rising.

2 MR. LUEBKEMANN: Thank you, Commissioner Fay.
3 Good morning. My name is Jordan Luebkekmann. Along
4 with my colleagues Bradley Marshall, Christina
5 Reichert, I have the great privilege of
6 representing Florida Rising, the League of United
7 Latin American Citizens of Florida and the
8 Environmental Confederation of Southwest Florida in
9 this proceeding. These organizations have missions
10 spanning environmental conservation, economic and
11 civil rights, environmental and climate justice.
12 All three are in this case to oppose FPL's attempts
13 to raise rates by 20 percent.

14 This rate hike allows FPL to fix their
15 profits -- (technical interruption) -- fossil fuel
16 gas plants and other unnecessary expenses. We have
17 been listening in these service hearings and know
18 that many of you have noticed service crews working
19 on your transmission lines, restoring power after
20 the storms. Those activities would be
21 predominately paid not from the 6.5 billion dollars
22 in additional rates that FPL is seeking at this
23 time. FPL doesn't need to charge you one cent more
24 to pay for that work. And we have heard that you,
25 like us, understand the need to swiftly develop

1 clean energy in Florida. But, again, FPL could
2 build all the solar the state needs without raising
3 its rates. As the evidence will show, FPL's
4 proposed rate increase and how FPL plans to spend
5 that extra money is bad for ratepayers, bad for
6 low-income households and communities of color and
7 bad for the environment. For these reasons, we
8 will be asking that FPL's request be rejected.
9 Thank you.

10 COMMISSIONER FAY: Great. Thank you. Vote
11 Solar.

12 MS. OTTENWELLER: Thank you, Commissioner.
13 Good morning. I'm here on behalf of the CLEO
14 Institute and Vote Solar, two organizations working
15 towards an affordable, clean, equitable and
16 resilient energy system that works for all
17 Floridians, especially those who are most
18 vulnerable. We know you have a lot going on, so to
19 all the customers calling in, we would want to say
20 thank you and that we're listening and we look
21 forward to hearing your feedback.

22 COMMISSIONER FAY: Thank you. Larsons.

23 MR. SKOP: Yes. Good morning, Commissioner
24 Fay. My name is Nathan Skop. I'm an attorney
25 representing -- I'm sorry there's some feedback in

1 the background.

2 COMMISSIONER FAY: I think we've got it take
3 care of. Go ahead, Mr. Skop.

4 MR. SKOP: Thank you, sir. As an attorney,
5 it's my privilege to represent the Larsons in the
6 FPL rate case. Larsons are FPL residential
7 customers living in Palm Beach County who are
8 concerned about the rate impact of proposed FPL
9 rate increases. The Larsons would like to thank
10 the other FPL customers for participating in this
11 customer hearing today.

12 The FPL rate increase represents the largest
13 electric rate increase in Florida's history. FPL
14 has the burden to demonstrate that the request is
15 fair, just and reasonable. FPL should be allowed
16 to recover prudent additions made to rate base
17 since the last request settlement, whether that
18 requires a rate increase is a separate question in
19 and of itself. It's important to understand,
20 however, that FPL claims about having lower bills
21 than other electric utilities does not provide the
22 legal basis for the Florida Public Service
23 Commission to increase FPL rates. Likewise,
24 comparison to lower bills in past years is a
25 function of gas prices and many other factors.

1 Larsons oppose the FPL request because
2 evidence would demonstrate that FPL's -- excuse
3 me -- the evidence will demonstrate that the FPL
4 request is well in excess of what FPL needs to
5 continue providing reliable service to FPL
6 customers, while remaining financially healthy.

7 Return on equity, or ROE is one of many
8 contested issues the FPL rate case and the current
9 rate case FPL's requested mid-point ROE of 11.5
10 percent, FPL has a very strong balance sheet and is
11 financially a healthy utility. In sharp contrast
12 to the FPL request on May 4th, Florida Public
13 Service Commission approved the Duke settlement --
14 the Duke rate case settlement with a midpoint ROE
15 of 9.85. That basically set a new benchmark
16 mid-point ROE for electric utilities in the state
17 of Florida.

18 With such -- with a much stronger balance
19 sheet, it is difficult to understand how FPL could
20 justify a midpoint ROE that's 165 basis points
21 above the ROE benchmark that's recently approved by
22 the Florida Public Service Commission on May 4th.
23 Larsons are also deeply concerned about the media
24 reports about the influence that investor-owned
25 utilities such as FPL are alleged to have over the

1 Florida Public Service Commission and Florida
2 legislature.

3 In closing, Larsons are hopeful that the time
4 and expense for a fully-litigated rate case, which
5 would require the Florida Public Service Commission
6 to render a decision in the case, be avoided and
7 that a fair and reasonable settlement could be
8 reached between the parties that would balance the
9 interest of Florida consumers and FPL. I'd like to
10 thank you for your time.

11 COMMISSIONER FAY: Thank you, Mr. Skop.
12 Finally, we have FAIR.

13 MR. WRIGHT: Thank you, Mr. Chairman. Good
14 morning to you, good morning, Commissioners, and
15 good morning to all participants in this hearing.

16 My name is Robert Scheffel Wright. I go by
17 Schef. I was born in Miami. And I have worked on
18 energy matters in the state of Florida for more
19 than 40 years, including service in Governor Bob
20 Graham's Energy Office and seven years of service
21 on the Florida Public Service Commission staff
22 before I became an attorney.

23 This morning, I have the privilege of
24 representing Floridians Against Increased Rates,
25 Inc., a Florida nonprofit corporation and our more

1 than five hundred FPL customers who are members of
2 FAIR. On behalf of FAIR, I thank all of you
3 customers for turning out today for this hearing.
4 I want to be very clear about this at the outset.
5 From the viewpoint of customers, our members, FPL's
6 customers, FAIR wants a healthy FPL, but our
7 position is simply that FPL should have enough
8 money, not too much. It is FPL's duty and
9 responsibility to provide safe, adequate and
10 reliable service at the lowest possible cost. It
11 is FPL's job.

12 I went to add that I agree with my friend,
13 Mr. Rehwinkel that FPL is a well-managed company
14 with thousands of good, hard-working people out
15 there who keep the lights on. However, the
16 evidence in this case will show that FPL's request,
17 which, by the way, is by far the largest in Florida
18 history, would give it way more money than it needs
19 to do its job. FPL's request is unreasonable and
20 the resulting rates that you would pay would be
21 unfair. The unfairness of FPL's request is simply
22 this: FPL does not need the extra 1.1 billion
23 dollars of your money that they're asking for next
24 year, and they don't need all of what they've asked
25 for in 2023. Even if FPL got no increase next

1 year, FPL could cover all of its costs, all of its
2 projected costs next year, recover all costs
3 associated with its projected investments and all
4 of its existing investments next year and still
5 have well over \$2 billion in profits left over.
6 While it's true that a lot of its investments were
7 not included when the existing rates were set, it
8 is not true that the existing rates don't cover
9 those costs. FPL sales and revenues have grown
10 dramatically and they have earned at the very top
11 of their allowed earning's range for the last three
12 years.

13 And it's even worse than that. FPL wants to
14 use surplus value that your payments will create
15 using what they call depreciation reserve surplus
16 to pad their profits even more, up to an extra
17 billion and a half dollars over the next four
18 years. FAIR and our witnesses and the witnesses of
19 the Public Council and the other consumer
20 representatives will present detailed evidence and
21 demonstrate that FPL does not need this increase.
22 Tell the Commissioners what you think.

23 Thank you for participating and thank you for
24 your attention this morning.

25 COMMISSIONER FAY: Thank you, Mr. Wright. The

1 next part of the hearing we'll move into customer
2 testimony. We'll be walking through a list of
3 names. I first just want to make sure we don't
4 have any sitting elected officials who signed up to
5 speak?

6 (No comments made.)

7 COMMISSIONER FAY: Okay. If not, we'll move
8 into the customer hearing process. The goal today
9 is to make sure we give every customer the
10 opportunity to speak, those who have signed up.
11 Each customer will have three minutes for public
12 comment so that everyone has a chance to make their
13 comments today. I apologize for the lengths of
14 today's meeting, but I want to give everyone the
15 opportunity who signed up today an opportunity to
16 speak.

17 At the three-minute mark you will hear a bell,
18 which you just heard recently during Mr. Wright's
19 comments that will notify you that you've hit the
20 three-minute mark. A few seconds after, I'll allow
21 you to close up your last point, but then we'll
22 need to move on to the next speaker. I will call
23 your name in turn that you speak, in the order
24 which you've signed up. I will call three names at
25 a time, just to make sure the callers are aware

1 that they will be up next and prepared for that. I
2 do want to remind you that your testimony is
3 provided and will be under oath. So any of your
4 comments are transcribed and become part of the
5 official record. Just to make sure that all the
6 customers understand if you have signed up online,
7 you've checked a box on that form that verifies you
8 are providing truthful testimony, you affirm that
9 that testimony is true, and there's a few callers
10 who did not sign up that way and I will swear you
11 in at the time that you are brought up to speak.

12 So, with that, I'll start with the first three
13 names. They are John Scott, James Johns and Sandra
14 Einhorn.

15 Mr. Scott, are you on the line?

16 MR. SCOTT: Yes, sir, I am.

17 COMMISSIONER FAY: You have three minutes.

18 MR. SCOTT: All right. Thank you. And thank
19 you, everyone, for participating this morning and
20 to the Commissioners for the opportunity to speak.

21 My name is John Scott and I am the Director of
22 Emergency Management for Brevard County. I just
23 wanted to take a moment to talk about the positive
24 relationship we in emergency management enjoy with
25 FP&L. They have long been key partners for us, not

1 just for storms and obvious emergencies, but for
2 day-to-day things, as well, as we work to assist
3 our residents with things like downed trees and
4 power lines and issues that occur every day in
5 their world. Obviously the most interactions we
6 have with them is during a storm, and then they are
7 key players as power restoration is everyone's
8 priority, any time we deal with a hurricane or
9 tropical storm in the state in Brevard County.

10 We have, like I said, worked with them for a
11 long period of time. They are with us every step
12 of the way. They always go above and beyond to
13 help us and we can't express our gratitude enough
14 for that partnership.

15 Additionally, I wanted to highlight to
16 everyone from an emergency management perspective
17 in Brevard how appreciative we are that FPL
18 continues to make large investments in this county
19 in hardening their infrastructure and their grids.
20 We talked about prioritization and restoration
21 being a big thing post-storm. They have shown that
22 in this county and it is one of the reasons why we
23 continue to be able to get power back faster in
24 this county and across the state, and that doesn't
25 go unnoticed by our residents and it certainly

1 makes our operations when we are talking response
2 and recovery far faster and more efficient.

3 So for all those things, I just wanted to
4 point out the great job that they do for us and
5 with this and I appreciate the opportunity to
6 address the Commissioners.

7 COMMISSIONER FAY: Thank you, Mr. Scott. Any
8 questions from the parties or Commissioners?

9 Next we have James Johns.

10 MR. JOHNS: Good morning.

11 COMMISSIONER FAY: Good morning Mr. Johns.
12 You have three minutes.

13 MR. JOHNS: Thank you, sir. Thank you for
14 taking the time for this important hearing for
15 FPL's rate increase because they have proven to put
16 the funds received to measurable beneficial use for
17 its customers.

18 Although my wife and I have always been
19 customers of FPL in our home for five years, my
20 neighbors have been served for over 40. Even
21 though approximately 100 homes in the end of the
22 FPL service on a dead-end road are at the edge of
23 their service area, we consistently receive quick
24 responses to power outages. The majority of those
25 outages have been caused by environmental issues,

1 such as limbs or wildlife. During Hurricane
2 Matthew and Irma events, not only the overhead
3 power lines, but multiple power poles were knocked
4 down due to over 20 trees falling over the portion
5 of our community's only access road through a
6 swamp. The road was more than two feet under water
7 for multiple days. We expected to be without power
8 for weeks. Miraculously FPL replaced the poles and
9 the power lines, restoring the power within days of
10 the hurricane event.

11 With FPL's technological advances over the
12 years, multiple means of communication by phone,
13 internet and text, we and our neighbors have
14 consistently been kept up to date where we could
15 get our lives back to normal for the most basic of
16 needs, power for air conditioning in the heat of
17 the summer; the refrigerator to keep our food from
18 spoilage, and lights to keep our kids feeling safe
19 at night.

20 I understand that FPL's current rates are the
21 lowest in the state for service providers of its
22 size. And even with the requested rate increase, I
23 understand that the rates continue to be the
24 lowest. Use of the funds proposed to increase the
25 rates makes sense and the benefits to us as

1 customers will be tangible. It's rare that I would
2 support a rate increase by any service provider
3 because of historical practices of not looking
4 internally for savings opportunities before
5 requesting the money from its customers. Based on
6 my and my neighbor's experience, I support this
7 request by FPL and I'm confident they have looked
8 internally for savings as much as physically
9 possible and practical without reducing the quality
10 of service to date. I hope you carefully consider
11 this one request. If you have any questions, I'll
12 be glad to take them at this time.

13 COMMISSIONER FAY: Great. Thank you for your
14 comments, Mr. Johns. Any questions from the
15 parties or the Commissioners?

16 Thank you. Next up. Sandra Einhorn.

17 MS. EINHORN: Good morning, everyone. Thank
18 you for the opportunity to allow me to speak. My
19 name is Sandra Vessey Einhorn. I am a resident of
20 Hollywood, Florida, and own -- my family owns two
21 laundromats in Broward County. Our business model
22 relies heavily on functioning utilities and so we
23 appreciate FPL's ability to provide us with power
24 on a regular basis. If there is a weather other
25 event that would impact our power, I appreciate the

1 website and the FPL app that is easy to use and
2 provides me with up-to-the-minute information on
3 when I can expect my power to be turned back on.
4 Again, its critical for us as business owners.

5 I also work in the nonprofit sector. I
6 currently chair the Long-term Recovery Coalition
7 and can't again emphasize enough the community
8 support and community impact that FPL provides to
9 nonprofits, both by being there, by serving on a
10 number of boards in leadership positions, and
11 really been a terrific partner in our community. I
12 echo the sentiments of the previous speaker. It is
13 not easily that I encourage any type of rate
14 increase that will impact me both personally and
15 professionally, but we do want to emphasize the
16 value that FPL brings to us as a community, to us
17 as business owners and to us as residents. Thank
18 you very much.

19 COMMISSIONER FAY: Great. Thank you for your
20 comments. Next up -- oh, any questions from
21 Commissioners or parties?

22 Okay. Next up we have -- the next three
23 speakers we'll have are Salvatore Faso, Bill Moore
24 and Matt Rocco. Salvatore Faso, are you on the
25 line?

1 MR. FASO: Thank you very much. Yes, this is
2 Salvatore Faso. Thank you for the opportunity to
3 speak. We've been listening intently. I'm a
4 native Floridian. I'm 76 years old. I've lived in
5 Florida for most of my life. I have lived in other
6 states and I've lived internationally, as well,
7 too. I live in Palm Beach County at 7741 Blue
8 Heron Way in West Palm Beach. And, yes, I am an
9 FPL customer.

10 I also occupy a very large coalition. I'm
11 President of the North County Neighborhood
12 Coalition. It's not a not-for-profit, the 17th
13 chapter in the state. We have 45,000 residents and
14 22 communities. We have a website ncncpbc.org. We
15 advocate working with business, government and
16 community leadership to plan for better counties
17 and our focus is on safety, security, the
18 environment, water quality and supply economic
19 development, excellence in education and we watch
20 the financial budgets of any particular
21 governmental body, whether it's a municipality or
22 the county.

23 FPL has been very proactive with us. They
24 attend both monthly and our annual meetings. We
25 have subject matter such as what's going on from a

1 solar point of view. What's it doing to
2 strengthening the grid to what we can do as
3 individual households. They've had their marketing
4 arms come in, talk about the use of equipment we
5 can install within our homes to help us ensure our
6 infrastructure's working properly.

7 They do go out to many of our communities that
8 have individual outage reviews and their
9 suggestions on what could be done. They did
10 describe there future plans for hardening the grid,
11 adding switches, substations and routing. You
12 know, clearly in the discussion, listening to it,
13 you have people talk about their financial
14 statements of whether or not they're entitled to
15 make profits and how big those profits should be.
16 Well, we're focused on service. I've lived through
17 all these hurricanes. I lost everything I own in
18 1965 in Hurricane Betsy and I'll never forget that,
19 and when the hurricanes come and the tropical
20 storms come and outages occur, we want them back.
21 I just spent approximately \$13,000 on buying a
22 generator to ensure we can get some power back. We
23 have some physical issues, medical issues in
24 various communities and these people want their
25 power.

1 So we're proud to say that FPL works very
2 nicely with our coalition. They are very
3 proactive. And while we don't necessarily support,
4 you know, unjustifiable rate increases, you know,
5 if they can continue to provide the service that
6 they have, we're very supportive. Thank you very
7 much.

8 COMMISSIONER FAY: Great. Thank you for your
9 comments. Next up we have Bill Moore.

10 MR. MOORE: Good morning, Commissioner Fay.
11 Thank you for allowing me to speak today. My name
12 is Bill Moore and I'm the president and CEO of Zoo
13 Miami foundation. We are the primary nonprofit
14 support organization for Zoo Miami. I'm also an
15 FPL customer with two work accounts and two
16 personal accounts. Our address is 12400 Southwest
17 152nd Street in Miami, Florida.

18 Zoo Miami Foundation has enjoyed a
19 long-standing relationship with FP&L. They have
20 been a dependable partner in our mission to make
21 Zoo Miami south Florida's premier conservation and
22 zoological destination. Various staff members from
23 FP&L have served on Zoo Miami's foundation board
24 for more than 38 years. FPL has been a steadfast
25 and strong community partner helping the zoo in a

1 long list of projects, sharing in our mission of
2 environmental conservation and education. FPL has
3 provided solar trees and solar pavilions throughout
4 not only Zoo Miami, but to Miami-Dade County to
5 provide shade and harness the power of the sun to
6 generate emissions-free energy for the zoo and for
7 others.

8 Along with NextEra Energy Foundation, FPL has
9 provided some support for Zoo Miami's Foundation in
10 terms of our building of a new conservation action
11 center, this for the public, here at Zoo Miami. We
12 highlight the work that FP&L has done in this
13 conservation action center in terms of helping the
14 threatened American crocodile. In 1980, FPL
15 started a management program at Turkey Point that
16 documents the population, activity and growth and
17 survival of these crocs. In 2007 U.S. Fish and
18 Wildlife announced that the croc status improvement
19 from endangered to threatened, which is a better
20 classification for these species.

21 NextEra energy and FPL also funded
22 multifaceted campaign to save the Florida Bonneted
23 Bat, American's rarest bat, along with Zoo Miami
24 and Bat Conservation International. Together they
25 constructed specifically-designed bat houses that

1 were strategically placed throughout south Florida
2 region. These boxes were affixed to 35-foot
3 hurricane-resistant polls donated by FP&L. They
4 were placed at various local preservation areas and
5 in Miami-Dade parks where Florida bonneted bats are
6 known to forage at night.

7 FP&L has also sponsored various community
8 events, like Zoo Lights, our largest fundraiser,
9 Feast with a Beast that touch thousands of people.
10 Zoo Miami's parking lot has also served as a
11 staging area for hundreds FP&L trucks in times of
12 emergency. We've always been impressed by their
13 quick organization and their widespread efforts to
14 be out in the community quickly after any impacts
15 from storms and other reasons that they are needed.
16 Most of these facts are not often heard, so I
17 thought it was important to share them with you
18 today and remind this Commission that the great
19 work that the Zoo's doing, community organizations,
20 all rely on the philanthropic help of our community
21 partners. I thank you for your time today.

22 COMMISSIONER FAY: Great. Thank you for your
23 comments, Mr. Moore. Any questions from
24 Commissioners or the parties?

25 Next up we have Matt Rocco.

1 MR. ROCCO: Good morning, everybody. Good
2 morning, Commissioners and everyone on the call.
3 Thank you for your time today. Matt Rocco,
4 longtime resident of Florida. Actually born and
5 raised here, native current resident of Palm Beach
6 County and also represent the South Florida's
7 Manufacture's Association, which our territory
8 spans as far south as Miami-Dade County and as
9 north as Indian River County. Our area covers
10 about 5,000 or so manufacturers and FP&L, I have to
11 say, has just been an advocate of our organization,
12 our manufacturing industry since the beginning.
13 We're in our 60th year now and FPL has been there
14 ever since. And what a more important organization
15 than FP&L for the manufacturing industry. As you
16 can imagine, our manufacturers rely on FP&L for --
17 to run their business.

18 I know for a fact that when things were down,
19 FP&L was there, stepped in and helped our
20 manufacturers get back up. When storms come -- we
21 heard a lot about storm and preparation and the
22 resources they provide and the swiftness of it, and
23 our manufacturers cannot be down. They cannot be
24 down for more than an hour. They cannot be down at
25 all. It's costing them money, but FP&L steps up

1 all the time with us. As many mentioned on the
2 phone, they're an outstanding community business
3 partner, not for our organization just alone, but
4 many around the state.

5 And a couple of others have echoed it, I'm not
6 always up for raising prices, but, you know, for
7 the rate increase here, if it's necessary to keep
8 our infrastructure to improve our efficiency, to
9 keep our bills low, for partnering with FP&L all
10 the way. Just a great partner. They've helped us.
11 They've served on our board since the beginning.
12 While they're involved in many of our events,
13 really educating our members, helping them out,
14 helping the manufacturers in the community, that
15 couldn't think of a more stronger partner than
16 FP&L. So I'm here for FP&L to lend our support to
17 them. So thank you for your time today.

18 COMMISSIONER FAY: Great. Thank you for your
19 comments, Mr. Rocco.

20 Next up we'll have Theresa Pinto, William
21 Taylor and Bernadette Norris-Weeks. Ms. Pinto, are
22 you on the line? Theresa Pinto. Next up, William
23 Taylor.

24 MR. TAYLOR: Good morning.

25 COMMISSIONER FAY: Good morning, Mr. Taylor,

1 you're recognized.

2 MR. TAYLOR: Thank you for your time. I live
3 at 2535 South Tropical Trail, Merritt Island,
4 Florida. I've been a Florida Power and Light
5 customer since 1980. I'm a businessperson working
6 in financial services. I do not have any business
7 with Florida Power & Light or employees that I'm
8 aware of.

9 If I thought Florida Power & Light would be
10 wasting money, I'd be opposed to this rate
11 increase. As somebody previously stated, I do
12 believe it's a well-managed company. In our
13 community, I've personally witnessed Florida Power
14 & Light replace some wood poles with new concrete
15 poles and other storm hardening activities.

16 Here's one example. A few months ago I had
17 opportunity to visit a small business that was
18 manufacturing bracket for Florida Power & Light.
19 He explained to me the process of coding that took
20 an enormous amount of time, which most people, like
21 me, take for granted. I never think much about
22 that. Then he was explaining more about the
23 process and the cost. I don't remember the cost,
24 but I was remembering, wow, that's very expensive.
25 So he gave me a new appreciation. When I look at a

1 power pole and see a bracket around a transformer
2 and the labor that goes in just that one bracket.
3 When the next storm comes, it will result in less
4 power outages. Florida Power & Light continues to
5 reinvest in alternative sources like solar farms
6 and efforts to reduce long-term costs for
7 electricity. In our community, we have four solar
8 farms. You know, when you take into consideration
9 over the past few months, just the price increases
10 from steel, wood, copper, aluminum, just to name a
11 few, and then you look at health insurance cost,
12 employee benefits, not to mention the co-related
13 expenses, without a price increase, I do believe
14 Florida Power & Light would have to reduce services
15 or slow or stop expansion for solar farms. At the
16 end of the day, without a rate increase, I do
17 believe you would jeopardize the safety and
18 well-being of the citizens of Florida Power & Light
19 service area. Again, I thank you for your time.

20 COMMISSIONER FAY: Great. Thank you,
21 Mr. Taylor, for your comments. Next up -- oh, any
22 comments from Commissioners or the parties?

23 Next up, Bernadette Norris-Weeks.

24 MS. NORRIS-WEEKS: Good morning. Thank you.
25 I'm Bernadette Norris-Weeks.

1 COMMISSIONER FAY: Ms. Weeks, I'm going to
2 need to swear you in before your testimony.

3 (Whereupon, Bernadette Norris-Weeks was sworn
4 in by Commissioner Fay.)

5 MS. NORRIS-WEEKS: Yes, I do.

6 COMMISSIONER FAY: Thank you. You have three
7 minutes.

8 MS. NORRIS-WEEKS: I'm Bernadette
9 Norris-Weeks. I'm a resident of Fort Lauderdale,
10 Florida, and a Broward County business owner. I've
11 lived in Florida all of my life. Today I wish to
12 voice my support for FP&L's investment into
13 technology, such as green hydrogen. I first
14 learned about FP&L's interest and support of green
15 hydrogen through my affiliation with the Greater
16 Fort Lauderdale Chamber of Commerce. I'm impressed
17 by FP&L's willingness to take a leadership role, to
18 advocate for this issue of tax credit for green
19 hydrogen being a part of the legislative agenda
20 package that will proceed to Washington D.C. this
21 year as a part of our Washington Summit for the
22 Chamber.

23 President Biden has taken a real pledge on
24 clean energy, a clean energy pledge, and he
25 basically said that the market -- he wants the

1 market to be able to access green hydrogen at the
2 same cost as conventional hydrogen within a decade.
3 And FP&L smartly saw this as an opportunity to
4 promote green hydrogen with our chamber, and that's
5 why we're actually taking it to Washington to
6 promote this issue with congressional leadership.

7 I'm proud to say that this issue was
8 overwhelmingly approved by our Board of Directors
9 just yesterday. Why is this important? Overall,
10 green hydrogen offers the opportunity to eliminate
11 substantial copper dioxide emissions while
12 simultaneously creating new American jobs in
13 renewable energy and equipment manufacturing.
14 Also, hydrogen is one of the energy solutions that
15 can significantly address climate change, which I
16 care greatly about, and it has a vital role to play
17 in decarbonization.

18 Currently, there is no federal incentive for
19 green hydrogen and several states have put in place
20 only limited incentives. So FP&L understood and
21 understands that this was -- you know, this was
22 necessary. And to jump-start green hydrogen
23 production, it will require government backing, and
24 I'm really happy that we are, as a chamber, we're
25 going to be supporting this issue. The company

1 also understands our -- we must put hydrogen on an
2 even playing field with already-subsidized energy
3 sources so that FP&L and other companies can assist
4 in driving the real change needed in order to
5 sustain our planet.

6 I look forward to working with FP&L in
7 Washington later this year, as we will educate
8 congressional leadership, advocate for tax credits
9 and other incentives in order to incentivize
10 production of green hydrogen. And I thank you for
11 the opportunity to comment today.

12 COMMISSIONER FAY: Thank you for your
13 comments. Any questions from the parties or
14 Commissioners?

15 Next three. We'll have Julio Fernandez,
16 Gregory Kern and John Renfrow. Mr. Fernandez, are
17 you on the line?

18 MR. FERNANDEZ: Yes, sir, I am.

19 COMMISSIONER FAY: You're recognized.

20 MR. FERNANDEZ: Thank you. Hello and good
21 morning to all. My name is Julio Fernandez and I
22 reside in the Kendall area of Miami-Dade County. I
23 would like to share some thoughts and positive
24 experiences I've had with FP&L in reference to
25 hurricane readiness. During the last hurricane,

1 which was Irma, I was very satisfied with FP&L's
2 response time to restore power in my area. When
3 the troops came, they not only restored the power,
4 but they also offered to replace the cable to the
5 house and also offered to raise it since it was
6 hanging a bit low. This was a service that they
7 offered without me mentioning it. You know, all I
8 wanted was to get my power on ASAP -- pardon me?

9 COMMISSIONER FAY: Go ahead, Mr. Fernandez. I
10 think we had a little feedback, but you're good.

11 MR. FERNANDEZ: The other thing I wanted to
12 mention was that has to do with FP&L's big strides
13 they've made in regards to solar energy. I drive
14 to Tallahassee at least twice a month and I noticed
15 there's solar farms throughout my route through the
16 state, and that makes me happy. It seems every
17 time I drive up there, there are new ones popping
18 up, and I applaud FP&L for the efforts and
19 commitment of the solar energy and encourage them
20 to continue on this path, because I think it's
21 important moving forward in this area.

22 I would really like to thank you all for
23 giving me the opportunity to speak on behalf.

24 Thank you.

25 COMMISSIONER FAY: Thank you for your

1 comments, Mr. Fernandez. Next up, Gregory Kern,
2 unless there are any questions from Commissioners
3 or parties. Next up, Gregory Kern.

4 MR. KERN: Good morning. Thank you,
5 Commissioner Fay, and the commissioners of the PSC.
6 My name is Gregory Kern. I'm a private resident of
7 St. Johns County Florida and my wife and I
8 relocated to St. John's County in 2014 from the
9 midwest. My wife and I, you know, have been
10 blessed to be customers of Florida Power & Light,
11 when many of our neighbors are customers of a
12 competing utility. We routinely note -- we
13 routinely discuss and see evidence of the
14 investments that Florida Power & Light is making in
15 stark contrast to that of the neighboring utility.
16 We enjoy the stability and reliability that Florida
17 Power & Light provides, as well as we find it to be
18 both fair, reasonable and affordable.

19 During the disasters that were Hurricane
20 Matthew and Hurricane Irma, which heavily impacted
21 St. Johns County, our community was served and
22 brought back online quite quickly by Florida Power
23 & Light. Since that time we've seen in our
24 community, and in the surrounding communities
25 within their territory, significant investments

1 from a reliability and hardening standpoint, some
2 of which have been mentioned here today, such as
3 increase of concrete transmission poles and other
4 types of investments that Florida Power & Light has
5 been making. We believe, and my wife and I
6 support, the increase of -- the increase of the
7 rates by Florida Power & Light in order to continue
8 to support and provide reliable, safe and stable
9 power. As a father of three, it's my
10 responsibility to ensure that I can provide safety
11 and security for them, and electric power is a core
12 component of that. With that, I appreciate your
13 time today. I look forward to hearing the
14 resolution of this case.

15 COMMISSIONER FAY: Thank you, Mr. Kern. Any
16 questions from the parties or Commissioners? Next
17 up, John Renfrow.

18 MR. RENFROW: Yes. Good morning,
19 Commissioners. My name is John Renfrow. I work
20 for Miami-Dade County government for over 31 years,
21 in which I was the director for the Department of
22 Environmental Resources Management and the Water
23 and Sewer Department. And as a former director, I
24 can tell you first-hand the water issues that
25 confront the county; and as such, a partnership

1 began with Florida Power & Light and Miami-Dade
2 County to build an advanced reclaimed water
3 treatment facility near FP&L's Turkey Point
4 Complex. This is a partnership with FPL and local
5 government to find a useful solution for wastewater
6 discharge that is better for the environment. The
7 complexity of developing a partnership of this
8 magnitude is not easy. And FPL stepped up to the
9 plate, creating one of the largest reclaimed water
10 projects in Florida and the first in Miami-Dade
11 County. This system effectively treats and
12 recycles wastewater, the removal process meets
13 industry best practices and sets the stage for
14 beneficial water reuse practices in the county for
15 generations to come. It is also a true example of
16 a public-private partnership coming together for a
17 common goal. Thank you very much for your time.

18 COMMISSIONER FAY: Thank you, Mr. Renfrow.
19 Any questions, parties or Commissioners?

20 Next three up we'll have is Frank Irby,
21 Jeffrey Wolfe and Stephanie Paguaga. Mr. Irby, are
22 you on the line?

23 MR. IRBY: Yes, I am. Good morning this is
24 Frank Irby. I live at 1385 SE 23rd Street,
25 Okeechobee, Florida. I'm a Florida Power & Light

1 customer for 25 years. I'm also a retired hospital
2 executive.

3 Based on the information and data which
4 Florida Power presented in its application
5 comparing its current rates to Florida and national
6 energy rates, its lower operating maintenance
7 expenses and its commitment to cost-effective and
8 environmentally friendly production of energy, I
9 believe Florida Power has established a logical --

10 COMMISSIONER FAY: Mr. Irby, are you okay?

11 MR. IRBY: Am I breaking up? Yeah, I got a
12 lot of feedback from somewhere.

13 COMMISSIONER FAY: No problem. Go ahead.

14 MR. IRBY: -- proposal to increase its rates
15 by continuing to remain one of the most
16 cost-effective and competitive utilities in
17 Florida. When I look at the cost per kilowatt
18 hour, because I own two houses in Florida, I can
19 attest to lower cost of electricity in my
20 Okeechobee house versus my house that we owned in
21 Pinellas County. When I look at reliability, which
22 has been spoken about a great deal this morning,
23 service interruption to my house in Okeechobee is
24 an insignificant issue. And, based on my
25 observation when driving around the county, it's

1 obvious that Florida Power & Light is expending a
2 significant amount of money to harden and upgrade
3 its transmission system in Okeechobee County, which
4 will certainly improve its ability to withstand the
5 damages from severe weathers.

6 When I think about clean energy, Florida Power
7 & Light's not only focused on providing
8 electricity, using the most cost-effective and
9 lowest-emission manner to do that. They've retired
10 their coal generating plants and they've replaced
11 these plants with clean-burning gas turbines in
12 combination with a heat exhaust recapture to drive
13 steam generation electricity, which is really a
14 unique way to not only generate electricity, but
15 reduce potential pollution.

16 I'm on the Economic Development Corporation
17 Board here in Okeechobee County and I can say that
18 Florida Power is very supportive of our
19 organization and they provide expertise and grant
20 dollars to create a video highlighting the City of
21 Okeechobee Industrial Park as a great place to
22 locate one's business.

23 In closing, just a couple of comments.
24 Generally speaking, consumers do not want to pay
25 more for anything, and I think that's a given.

1 However, it is imperative that a business like
2 electricity generation, which is critical to our
3 economy and lifestyle, and Florida Power & Light
4 must have efficient revenues to sustain its current
5 assets, as well as test and adopt new methods for
6 production and distribution of power. I appreciate
7 the opportunity to share my thoughts and I
8 certainly encourage the Commission to give good
9 notice to Florida Power request for rate increases.
10 Thank you.

11 COMMISSIONER FAY: Great. Thank you,
12 Mr. Irby. Next up is Jeffrey Wolfe.

13 MR. WOLFE: Yes. My name is Jeffrey Wolfe.
14 My home address is 10862 NW 70th Court, Parkland,
15 Florida. The purpose of my testimony is to express
16 my overall satisfaction as a 30-plus-year FPL
17 customer. The satisfaction includes ongoing and
18 consistent delivery of electrical service at my
19 residence and within the surrounding communities.
20 That also can include the customer-friendly bill
21 both online and by mail that provides myself and
22 the members of my household with an ability to
23 monitor current and historical usage. In our
24 household, will celebrate reductions in power
25 consumption and initiate some serious conversations

1 and brainstorming on increases. I'm also satisfied
2 with the ongoing opportunities and access to
3 outreach programs offering best practices,
4 solutions for families seeking to conserve energy
5 and exercise control over their power consumption.
6 Highly knowledgeable associates that communicate
7 practical suggestions in a manner that allow all
8 members of the family to participate have been
9 enjoyed for the last several years.

10 Our household appliances may have aged over
11 the last 21 years. The overall electrical bills in
12 my house have remained consistent, leading me to
13 recognize that there has been a decrease in my cost
14 of electricity, which is partially offset by aging
15 appliances and now teenagers taking extremely long
16 showers. I understand that an investment in the
17 overall infrastructure, as well as ongoing
18 technological enhancement, is necessary to preserve
19 the quality of electric service, not only in my
20 home, but throughout the community. I support the
21 concept of paying a little more for a
22 well-thought-out capital investment program that
23 will reduce costs to consumers and businesses over
24 the long-term through the realization of
25 technological efficiencies, alternative fuel

1 sources, combined with better-educated consumers.
2 Thank you for your time.

3 COMMISSIONER FAY: Thank you for your
4 comments. Any questions?

5 Next up, Stephanie Paguaga.

6 MS. PAGUAGA: Yes. Hi. Good morning. My
7 name is Stephanie Paguaga and I'm a resident of the
8 City of Miami at 4350 SW 2nd Avenue, and I recently
9 bought my house in the Flagami section a couple
10 years ago.

11 One of my initial concerns after moving into
12 the neighborhood was how dim the streetlights were
13 and really that they didn't provide adequate
14 illumination in the area, which seems kind of
15 unsafe. So, over the past year I was very happy
16 that FPL has changed out the old lights and
17 replaced them with LED lights, which are incredibly
18 brighter and illuminate the area properly. And as
19 a new mom, like, I really appreciate that and it
20 ultimately provides to me and my family more of a
21 safe environment, as well as the LED lights are
22 more energy efficient. So I appreciate and I see
23 the investment FPL provides in our community and
24 overall I'm a very happy customer, and I just
25 wanted to share my positive experience with all of

1 you today. Thank you.

2 COMMISSIONER FAY: Great. Thank you for your
3 comments. And I'll move on to the next three
4 names. As far as questions for the legal counsel
5 for the parties or for the Commissioners, just feel
6 free to interject as we go from one speaker to
7 another to make sure we can get to everybody today.

8 Next up we'll have Libby Bar-Kochba, Brooke
9 McLean and Christy Galzerano. Libby Bar-Kochba,
10 are you on the line?

11 MS. BAR-KOCHBA: Yes, I am.

12 COMMISSIONER FAY: Go ahead.

13 MS. BAR-KOCHBA: Can you hear me?

14 COMMISSIONER FAY: Yes, go ahead.

15 MS. BAR-KOCHBA: Okay. I am Libby Bar-Kochba.
16 I am a resident of Palm Beach County. My family is
17 living in Florida for over a hundred years in the
18 City of Miami, and I thank you for allowing me to
19 speak at this hearing as a private citizen. I am
20 the past resident of a community of 1,446 homes in
21 Palm Beach County and we are happily served by FPL,
22 especially during hurricanes and other electrical
23 outages due to infrastructure issues. I really
24 appreciate the hardening project which they
25 completed, and it is ongoing throughout our county

1 and very successful. Unlike other counties, a lot
2 of our power is above-ground, subject to weather.
3 And FPL is always around. You always see an FPL
4 truck and they're always ready to help, including
5 in other counties.

6 I absolutely appreciate the participation in
7 protecting Florida wildlife through direct donation
8 and participation in programs. Now, I come from a
9 state where we had a power company, and this is
10 many years ago, and at that time the prices were
11 quadruple the rates for far less service. And I
12 know FPL is involved in so many future growth
13 projects, and their employees also has benefits,
14 food to pay for, things to do and necessities and
15 they deserve to be treated well, as well as the
16 rest of us. And as the previous speaker said,
17 people don't want to pay for anything. The rate
18 increase is viewed is an ugly thing, but it is
19 sometimes necessary. Nobody likes increases.

20 I only have one concern. In my county, there
21 are many, many new and very expensive communities
22 being built, and I believe the developers of these
23 communities should share in subsidizing FPL in some
24 way, because these three million-dollar homes that
25 are being built up the street from 55-plus

1 community where the homes are \$150,000 doesn't make
2 much sense to me if they're not paying their fair
3 share. So I hope this is something that will be
4 considered. But, other than that, I will say that
5 our dealings with FPL in my community have always
6 been very positive, very much appreciated. I
7 believe they are the best power company in the
8 country and I wish them every success and I thank
9 you for letting me speak.

10 COMMISSIONER FAY: Thank you for your time.
11 Next up is Brooke McLean. Brooke McLean. Next up
12 is Christy Galzerano.

13 MS. GALZERANO: Good morning. My name is
14 Christy Galzerano. I'm a 20-year resident of Cocoa
15 Beach, Florida and run the Doubletree Hotel in
16 Cocoa Beach, as well, for 20 years. And I, as a
17 resident and a business manager, I would support
18 the increase as necessary to keep the service
19 levels as they are. Similar to others, FPL has
20 been a well-managed and very community-supporting
21 company. My experiences are twofold. One was for
22 my business. We had a blown transformer here at
23 the Doubletree Hotel and because of it, no power, I
24 had to refund guest, you know, \$10,000-plus for the
25 weekend. FPL not only quickly fixed the

1 transformer, but they easily and no problem
2 whatsoever used the insurance to cover the expenses
3 of my -- the refunds I had to give to my guest. So
4 excellent customer service from a business
5 standpoint.

6 From a personal standpoint, prior to a
7 hurricane, as the winds were kicking up, as I live
8 close to the beach, we had a palm tree that was
9 electrified and I called and 30 minutes after I
10 called, they had a truck there and they fixed the
11 problem. So I can't speak any -- you know, more
12 highly of a company. FPL is excellent and if these
13 are -- increases are necessary to keep the service
14 as it is, then I'm all for it. Thank you.

15 COMMISSIONER FAY: Great. Thank you.

16 Next three up will be Barbara Rodriguez, Ron
17 Parrish and Harry Howle. Ms. Rodriguez, are you on
18 the line?

19 MS. RODRIGUEZ: Hi. Good morning. Yes. Can
20 you hear me?

21 COMMISSIONER FAY: Yes, we can hear. You're
22 recognized.

23 MS. RODRIGUEZ: Hi. Good morning, members of
24 the Commission. My name is Barbara Rodriguez. I
25 live at 801 Ponce De Leon Boulevard, Coral Gables,

1 Florida. I am a born-and-raised Floridian.
2 Actually, my dad was part -- he's a retired welder,
3 boilermaker in one of the very few unions in the
4 state of Florida who would build not only Turkey
5 Point, but St. Lucie County power plant and just
6 naming a few, there have been others. Again, I
7 reiterate this, no one wants to pay for an
8 increase. Quite frankly, no one wants to pay
9 higher gas prices either, but we adjust. Two
10 points, we all witnessed what happened in the state
11 of Florida -- I'm sorry -- state of Texas recently
12 and that was just an energy crisis. People did not
13 have electricity. The grids shut down. And,
14 thankfully, I never heard of that happening in the
15 state of Florida and I am willing to pay a little
16 bit more to make sure that never happens to anybody
17 or any resident in the state of Florida.

18 Additionally, if you lived in south Florida,
19 we went through various months of being shut down
20 because of COVID, and everyone complained this is
21 the worst thing in the world, so on and so forth,
22 and I would always remind people there could be
23 something worse. And they would ask me what, and
24 I'm like, we could have no power, and everyone
25 agreed.

1 When you live in the state of Florida, your
2 biggest fear is hearing the word, a storm. And
3 those that have lived through a storm, you hope and
4 pray that your neighborhood is the first one back
5 online so you turn up that air conditioning and
6 watch TV and get back to normal. Rate increases
7 are a necessary evil, especially within the state
8 of Florida and I respectfully request the Public
9 Service Commission to consider FP&L's request for a
10 rate increase. Thank you for your time.

11 COMMISSIONER FAY: Thank you for your
12 comments. Ron Parrish. Ron Parrish.

13 MR. PARRISH: Can you hear me?

14 COMMISSIONER FAY: Yes, we can hear you Mr.
15 Parrish. You're recognized.

16 MR. PARRISH: Thank you very much. Again,
17 good morning, Commissioners and thank you all for
18 allowing us to speak this morning. As a native
19 Floridian, my name is Ron Parrish and a resident of
20 St. Lucie County. I reside at 945 Southwest Grand
21 Reserve Boulevard and a customer of Florida Power &
22 Light.

23 I would like to echo some of the comments that
24 the Emergency Management Director John Scott had
25 spoke of. Myself, I am the Director of Public

1 Safety here in St. Lucie County, and having the
2 responsibility of managing resources as the
3 incident commander for major disasters or events
4 here in St. Lucie County, it has been assuring to
5 know that Florida Power & Light as a partner within
6 the incident management team here at the Emergency
7 Operations Center, to work collaboratively,
8 collectively in the interest of the safety and
9 security of the citizens and businesses of
10 St. Lucie County. In my years of experience in
11 emergency management, Florida Power & Light has
12 always been prepared to respond to any disaster,
13 whether local or assisting in other impacted areas.
14 Florida Power & Light is always on the ready.

15 So, as the Public Safety Director, or as the
16 incident commander of a disaster, it is comforting
17 to know that they are strong and reliable partners
18 in our Emergency Operations Center, and they stand
19 ready to respond, to mitigate and to recover from
20 any disaster. I am in support of Florida Power &
21 Light's initiative. Thank you for hearing me.

22 COMMISSIONER FAY: Thank you, Mr. Parrish.

23 Next up, Harry Howle. Harry Howle.

24 Next three up will be Joseph Lanier, Ben
25 Jordan, Esteban Roncancio.

1 Mr. Lanier, are you on the line? Joseph
2 Lanier, does that help? Okay.

3 Ben Jordan.

4 MR. JORDAN: Yes, I'm here.

5 COMMISSIONER FAY: Mr. Jordan, you're
6 recognized.

7 MR. JORDAN: My name is Ben Jordan. I live in
8 Parish, Florida. It's in Manatee County. It's
9 very close to the Florida Power & Light plant here
10 in Parish, and I want to echo a lot of the comments
11 about quick response to power outages, upgraded
12 systems, integrated solar units, but I want to
13 touch on what a good neighbor Florida Power & Light
14 is. When they recently had a change in the plant
15 manager, he actually came to see our community
16 group and wanted to know what they could do you to
17 help. And every year we have a children's
18 Christmas party for needy kids and every year we
19 have about a 125 kids that come there. And he said
20 he wanted to start a program to give each one of
21 those kids a bicycle, and he started it and they
22 come over there and you ought to see the look on
23 those kids' faces when they open the curtains to
24 show them they're all going to get a bicycle.

25 The other thing is, I work with a small group

1 that has a railroad here and they run along the FPL
2 lines for about 6 miles between Parish and little
3 town called Willow, and from time to time they need
4 some help with things. And whenever they needed
5 help, like moving dirt or getting some new ties in
6 place, the people from the FP&L plant are the first
7 ones to hold up their hands and volunteer. So the
8 biggest thing I want everybody to know is what a
9 great neighbor that they are. Thank you very much.

10 COMMISSIONER FAY: Thank you, Mr. Jordan.

11 Next up is Esteban Roncancio. Esteban Roncancio.

12 Next three up will be Catherine Toms, James
13 Prince and Dodie Keith. Catherine Toms, are you on
14 the line? Catherine Toms. James Prince.

15 MR. PRINCE: Hi, good morning. James Prince
16 here from -- (technical interruption) --

17 COURT REPORTER: Excuse me, this is the court
18 reporter.

19 COMMISSIONER FAY: Yeah, Mr. Prince. Just
20 real quick I think we're having trouble hearing
21 you. The court reporter chimed in. Are you on
22 speaker phone?

23 MR. PRINCE: Can you hear me better now?

24 COMMISSIONER FAY: We can hear you a lot
25 better. Thank you. Can you start from the

1 beginning, please?

2 MR. PRINCE: No worries. No worries. Once
3 again, my name is James Prince. I'm actually a
4 resident of St. Lucie County, relatively new
5 resident, made the transition here about six years
6 ago from Virginia. I'm a former customer of
7 Dominion Power. And we were able to see the
8 previous investment dollars at work immediately
9 whenever we actually transitioned here. Our
10 current rates are the results of those previous
11 investments. And I believe that to stay ahead, we
12 must continue to invest -- you know, as an
13 investor, you know, I know that early investment
14 allows for early reward. Now, of course, no one
15 wants a rate increase, but history shows that the
16 previous investment dollars are the reasons we are
17 actually receiving the benefits that we currently
18 enjoy.

19 Now, I want not myself only to continue to
20 enjoy these benefits, but also future Florida
21 residents, and early investment is the key to
22 staying ahead. Now, I'm encouraged also with the
23 investment in renewables and the plans for future
24 investments. Planet earth, mother earth, this is
25 the only one that we have and I see the commitment

1 that FPL has made to transition as new technology
2 allows, or to the most environmentally friendly
3 generation of power available.

4 I also believe that past performance is one of
5 the best indicators of future expectation. And
6 past performance is the reason that we actually
7 enjoy the rates that we enjoy right now. And, for
8 that reason, I do support the small increase.
9 Thank you for your time.

10 COMMISSIONER FAY: Great. Thank you for your
11 comments. Next up is Dodie Keith. Dodie Keith.

12 Next three up will be Leonard Blount, Vince
13 Hughes and Regina Bohlen. Mr. Blount, are you on
14 the line? Leonard Blount.

15 Next up is Vince Hughes.

16 MR. HUGHES: Good morning. One moment, please
17 and -- yes. Good morning. My name is Vincent
18 Hughes. I live at the Marando Ranch Retirement
19 Community of Davie, Florida. I'm here as a
20 seasoned citizen of the Black Lives Matter Broward
21 County Alliance. Mr. Chairman and Board,
22 Commissioners, today I arise to speak against the
23 20-percent increase to FP&L rates. Many of my
24 fellow seniors are still recovering from the
25 pandemic that left us in a health and economic

1 crisis. Now is certainly not the time for the
2 Public Service Commission to allow FPL to increase
3 electric rates by 20 percent. At the height -- the
4 rate height of this magnitude will unfairly affect
5 people like myself on fixed incomes. On average,
6 my Social Security benefits increase at a maximum
7 of two percent a year. That meager increase of
8 earnings matched against a light bill going up by
9 ten times as much will force many of us to choose
10 between keeping the air conditioning on or
11 life-saving medications. This Public Service
12 Commission should not place seniors like myself
13 between a rock and a hard place.

14 FPL is one of several power companies who
15 resumed closing customer accounts due to nonpayment
16 during the second wave of the pandemic. Now they
17 want to increase the rates for the most vulnerable
18 customers. We cannot allow public utility
19 companies to continue to take advantage of the
20 working class families. Over half a million
21 residential customers last month were late on their
22 bills. Now FP&L wants to recover more profits from
23 the same people.

24 In closing, I want to encourage this Public
25 Service Commission to deny FP&L proposed 20-percent

1 increase. I want to thank you for this opportunity
2 to address this body.

3 COMMISSIONER FAY: Thank you for your
4 comments, Mr. Hughes. Next up is Regina Bohlen.

5 MS. BOHLEN: Good morning. This is Regina
6 Bohlen. I'm the Vice Mayor of City of Pahokee and
7 the Executive Director of the Pahokee Chamber of
8 Commerce. We're a small city on the eastern shore
9 of Lake Okeechobee and we are excited and thrilled
10 to be a part of the pilot program, to have some of
11 our electric lines buried underground on the main
12 street entrance to our city. I've been very
13 impressed with the effort and the professionalism
14 of the FPL employees during this work. They are
15 doing a wonderful job. Every evening when they
16 leave, they leave our city in a very clean and very
17 good condition. They're -- this is the main
18 entrance on the north end of our city and they are
19 working with a two-lane highway. And when the
20 traffic backs up, they are very courteous, very
21 easy, very smiling and try to make it not bad to
22 have to sit there for a couple of minutes while
23 they are finishing up the work. So we really do
24 appreciate that.

25 We are also happy to have the electric poles

1 hardened on some of the other streets in our city.
2 We went from wood to concrete and we hope that
3 during the hurricanes, that should make a great
4 difference to our city, and we really do appreciate
5 it. We are on the western most area of Palm Beach
6 County and our response time every time we have
7 ever had an outage during a hurricane or just a
8 regular outage that occurs occasionally, we've had
9 excellent response time with constant updates
10 coming directly to your cell phone. We really
11 appreciate that effort.

12 FPL has worked with our citizens during the
13 pandemic to assist with payments and anything else
14 that they needed. They are a great community
15 partner and their efforts are a major factor in our
16 work on economic development for our city. So we
17 thank them very much for all that they've done.

18 COMMISSIONER FAY: Great. Thank you for your
19 comments Ms. Bohlen.

20 Next three up will be Kerwin LaMotte, Ly Lima
21 and Gustavo Arana. Mr. LaMotte, are you on the
22 line?

23 MR. LAMOTTE: I am here. Can you guys hear
24 me?

25 COMMISSIONER FAY: We can hear you. Go ahead.

1 MR. LAMOTTE: Okay. Yeah, let me pick up the
2 receiver. Good morning -- or. Yes. Good morning,
3 everyone I appreciate the opportunity to speak
4 here, Commissioner, and all present. Again, my
5 name is Kerwin LaMotte. I am a resident of
6 Wellington, Florida. I have two consumer accounts
7 and one business account with FP&L that I've had
8 for approximately 30 years. I want to be clear at
9 the onset here that I am here in support of the
10 proposed FP&L rate increase. Just like a lot of
11 you on this call and others, I've been doing a lot
12 of my own research on these proposed increases.
13 The numbers say something like this: These
14 increases are going to essentially be phased in
15 over a four-year period. I think there is about a
16 \$1 billion roughly in 2022, 650 million in '23, and
17 I believe 140 million in the following two years,
18 '24 and '25.

19 I have had the opportunity, fortunately, to
20 speak with one of the plant engineers, that I know
21 on a personal level, to get a better understanding
22 about some of the work that FP&L has already done
23 where FPL has already spent the money and gone
24 through the expenses of building of several 900
25 megawatts of solar generation facilities across the

1 state. It's a no-brainer to me that although these
2 numbers sound extreme, they're an absolute
3 necessary means to an end in order for us to
4 receive -- yeah, somebody unmuted their phone.

5 COMMISSIONER FAY: One second, Mr. LaMotte. I
6 think we've got it. Go ahead.

7 MR. LAMOTTE: Okay. Thank you. Again, like I
8 said, it's a no-brainer to me that the numbers
9 sound extreme, but it's a means -- a necessary
10 means to an end in order for us, I think, to
11 continue to receive the continued levels of service
12 that we all should and can expect from FP&L, based
13 upon past performance.

14 Now, some may think that I kind of drank the
15 Kool-Aid on the proposed rate increases, but, in my
16 opinion, again, this is simply the cost of doing
17 business. Revenue increases are necessary to
18 support continued investments that benefit
19 consumers, such as myself. I know that FP&L has
20 built more resistance and sustainable energy
21 platforms here in the state of Florida. Again, as
22 I've been here for 30 years, I've seen that growth.
23 I truly believe that we've don't know what we don't
24 know. And what I mean by that is in the face of
25 climate change, frequent and severe weather

1 patterns, increasing national -- natural disasters
2 and things of that nature, again, this is the cost
3 of doing business. As a consumer, I get it.

4 It's pretty obvious that FP&L has been a
5 forward-thinking entity that makes their
6 advancements and investments that are designed to
7 benefit the consumer. The work being done in and
8 around Palm Beach County is pretty obvious to me,
9 not just in my area, but all over the county. I've
10 seen the hardening of the power poles. I receive
11 the follow-up's when I call for service, and
12 it's --

13 COMMISSIONER FAY: Mr. LaMotte, you need to
14 wrap up.

15 MR. LAMOTTE: Normally -- okay. Normally
16 80 percent of the time it's taken care of right
17 away. My experience just through many hurricanes
18 over the past 30 years has been nothing but
19 extraordinary service and, again, I am here in
20 support of the proposed rate increases.

21 COMMISSIONER FAY: Thank you for your time,
22 Mr. LaMotte.

23 Next up is Ly Lima, or maybe Ly Lima.

24 Next up is Gustavo Arana.

25 MR. ARANA: Good morning, this is Gustavo

1 Arana.

2 COMMISSIONER FAY: Mr. Arana, go ahead. Oh,
3 Mr. Arana, I need to swear you in real quick before
4 your testimony.

5 (Whereupon, Gustavo Arana was sworn in by
6 Commissioner Fay.)

7 MR. ARANA: Yes. I do.

8 COMMISSIONER FAY: Thank you. Go ahead.
9 You're recognized.

10 MR. ARANA: Good morning, everyone. This is
11 Gustavo Arana. I am a resident of Miami-Dade
12 County, 1801 SW 99th Court, Miami, Florida 33165
13 I am calling today, this morning, to speak a little
14 bit about my experience recently. We just moved to
15 this house about two months ago and this is our
16 third purchase of a new property in the last few
17 years that we've lived in -- every one of the times
18 that we bought a new property and we've moved to
19 the new property, FPL -- the transfer from one --
20 the service from one property to another in every
21 type of experience in the time we have had
22 relationship with FPL has been seamless, effortless
23 and nothing but a positive experience.

24 As a private consumer, I have nothing but good
25 things to say about the service and efficiency that

1 we received -- that we receive as a consumer of
2 electricity through FPL.

3 Overall, I would like to congratulate and
4 thank FPL for their reliability throughout the
5 years, their consistency and performance in always
6 being the first and the ones to be on the spot
7 during major hurricanes and major catastrophes
8 throughout South Florida, and nothing but good
9 things to say about what they've done throughout
10 the last few years. If there is an increase that
11 they are requesting, or planning to request at some
12 point, I believe it's for the powers-to-be that
13 make the decision, but I think it's an investment
14 in the people that work in FP&L, as well, just as
15 the rate increases in all types of construction
16 materials and construction as itself as FP&L is the
17 most reliable provider of services within the south
18 Florida region. I would like to congratulate them
19 and thank them for everything that they've done for
20 our community.

21 COMMISSIONER FAY: Thank you for your
22 comments, Mr. Arana.

23 Next three up will be Felix Lasarte, Don
24 Deresz and Angela Brown. Mr. Lasarte, are you on
25 the line?

1 MR. LASARTE: Yes, this is Felix Lasarte. How
2 are you, Mr. Chairman, how are you? Good morning.

3 COMMISSIONER FAY: You're recognized. Thank
4 you.

5 MR. LASARTE: So I wanted to just talk about
6 the rate increase of -- look, I think FP&L provides
7 tremendous service and, really, when you look at it
8 through this pandemic, you know, most of us had to
9 work from home and, you know, we're relying on that
10 utility so much for everything, you know. I mean,
11 you really can't work from home without, quite
12 frankly, you know, great power and, you know,
13 Wi-Fi, et cetera, et cetera. FP&L does a great
14 job. You know, truthfully, if these -- even if
15 these rates, this increase in rates helps them bury
16 power lines, we need to try to do that the state of
17 Florida, especially with the storms. It's
18 something we've got to be doing, because it
19 provides basically a continuous source of
20 electricity. There's neighborhoods in Miami, like
21 Coral Gables, that, quite frankly, every time, you
22 know, there's a storm, you know, they lose power
23 and it's because of the lines that are out there.
24 We should try to bury these lines, but FP&L does a
25 great job whenever the power goes out, they try to

1 restore it and they provide excellent customer
2 service.

3 So, you know, if they want a modest increase
4 in their rates, you know, I don't have an issue
5 with that. I support it.

6 COMMISSIONER FAY: Great. Thank you for your
7 comments. Next up is Don Deresz.

8 MR. DERESZ: Good morning.

9 COMMISSIONER FAY: Good morning. You're
10 recognized.

11 MR. DERESZ: Thank you for the opportunity to
12 comment. My name is Don Deresz. I live in the
13 Silver Bluff residential neighborhood of Miami,
14 1852 SW 24th Street. First, there has already
15 been a recent increase of our rates of plus \$3.59
16 per month per 1000-kilowatt hours. My electric
17 bill went up close to 19 percent last month
18 compared to the same month last year. In our area
19 of about six large neighborhoods, FPL is earning
20 the acronym flickering power and light. Many
21 neighbors are complaining on social websites, such
22 as NextDoor about flickering episodes, frequent
23 brownouts and short blackouts. Is FPL even keeping
24 up with the many appliances and electronic upgrades
25 that homeowners have been installing in their

1 houses for the past six decades?

2 FPL has a huge income potential that is
3 driving right up to them in the form of electric
4 vehicles. Gas stations will become a relic. FPL
5 will be the new fuel provider for e-cars and more
6 in every home. What is FPL doing to prepare for
7 this responsibility?

8 Disclosure to the customer of voltage spikes
9 is still secret information of FPL, protected by an
10 archaic state law. I recently learned that surge
11 protectors can be installed right into the service
12 boxes or at the meter. Instead of providing this
13 service, FPL has a vendor selling an insurance
14 policy requiring homeowners to seek litigation.
15 Years ago, I complained for years about voltage
16 spikes at my house. It took FPL over three years
17 to upgrade their transformer with subsequent damage
18 to my appliances. FPL should offer a program to
19 provide the surge protectors, not sell an insurance
20 policy.

21 I read we, the FPL customer, will pay for a
22 green hydrogen project, whereas other utilities and
23 start-up projects will be funded under President
24 Biden's infrastructure plan. FPL should be
25 lobbying to conduct green energy projects funded by

1 the feds. Why isn't FPL promoting infrastructure
2 plans to bring our country into a competitive
3 economic framework with other countries? Is FPL
4 exploring tidal and gulfstream energy alternative
5 sources? Also, are we, FPL customers, still paying
6 the penalty monies to defend Fanjul family, the
7 Florida sugar barons, for the litigation regarding
8 an electric generating plant that FPL lost decades
9 ago? So, will Gulf Power customers also share this
10 burdensome cost. And, finally, bury the lines,
11 especially in our older neighborhoods like Silver
12 Bluff in Miami. Thank you.

13 COMMISSIONER FAY: Thank you for your
14 comments. Next up is Angela Brown.

15 MS. BROWN: Good morning. My name is Angela
16 Solaire Brown. I live at 24 Pinta Road in Miami.
17 My husband and I, we have been FPL customers for 40
18 years. FPL has always delivered reliable
19 electricity to our home. We live in Coconut Grove,
20 which is one of the greatest areas in Miami.
21 Although, like in the previous callers, we would
22 prefer for our lines to be located below ground,
23 FPL has been very proactive in maintaining the
24 trees away from the signs. We have -- they have
25 their notification system that they keep us very

1 informed about problems in our neighborhood and are
2 very responsive to address any outages.

3 We feel that the company is going in a good
4 direction, away from coal towards clean and
5 renewable energy. We're also impressed on their
6 program to install electric charging stations in
7 many locations in Florida. Although there's never
8 a good time to raise rates, these clean energy
9 efforts need to be financially sustained with
10 reasonable rate adjustments. I'd like to thank you
11 for your attention and we appreciate this meeting.
12 Thank you.

13 COMMISSIONER FAY: Great. Thank you for your
14 comments Ms. Brown.

15 Next three up will be Vincent Yarina, Ricardo
16 Novas and Debra Connors.

17 Vincent Yarina, are you on the line?

18 MR. YARINA: Yes, I am.

19 COMMISSIONER FAY: You're recognized.

20 MR. YARINA: Thank you. Good morning,
21 everybody. Thank you for the opportunity to speak
22 today. My name is Vince Yarina. I live at 10969
23 Canary Island Court in the Hawks Landing
24 Development in Plantation in Broward County. I
25 also manage the Fort Lauderdale branch office of a

1 large civil engineering company with three offices
2 in South Florida. So having uninterrupted power is
3 very important to me both personally and
4 professionally.

5 It is my desire that FPL has the resources
6 necessary to ensure our current electric grid and
7 infrastructure is sufficiently hardened and
8 resilient during storms to prevent damage and that
9 FPL be able to get the power restored as soon as
10 possible after these storms. Understanding that
11 construction costs have escalated significantly
12 over the last few years and will continue to
13 escalate, it is important that they have the
14 resources necessary to make this very important
15 investment. I also understand the importance
16 resiliency and sustainability for future energy
17 supply. Investing now in renewables will pay
18 dividends in the future by making us less reliable
19 on fossil fuels and will also help keep costs down,
20 potentially even reduce rates in the future.

21 And then, lastly, I just want to say on a
22 personal note that FPL has always been very
23 responsive to us in our residence in our
24 neighborhood after severe events and I want to make
25 sure that they have the resources necessary to

1 continue to do so, especially as working from home
2 as become much more prevalent, you know, with
3 respect to the COVID pandemic.

4 And I want to thank you for your time and for
5 the Commissioners' service.

6 COMMISSIONER FAY: Thank you for your
7 comments, Mr. Yarina.

8 Ricardo Novas. Ricardo Novas. Debra Connors.
9 Debra Connors.

10 The next three will be Emilio Gonzalez,
11 Augusto Fonte and Lynn Goldman. Mr. Gonzalez, are
12 you on the line? Emilio Gonzalez. Augusto Fonte.
13 Augusto Fonte. Lynn Goldman.

14 MS. GOLDMAN: Yes, I'm here.

15 COMMISSIONER FAY: You're recognized, Ms.
16 Goldman.

17 MS. GOLDMAN: Thank you for this opportunity.
18 I've been a Broward County resident since 1961 and
19 I am currently the grandmother of four children,
20 and making sure that we have a world and an
21 environment that is as well-protected and safe for
22 them is very important to me. I've had the
23 opportunity to travel and seeing what's happened
24 around the world and our glaciers eroding, I
25 believe, and clean energy.

1 I also want to make comments that while I hope
2 not to need it again, as we're in hurricane season,
3 I certainly am grateful for the way that FP&L has
4 communicated during outages in the past. Instead
5 of just feeling like you're literally sitting in
6 the dark, having that text and communication makes
7 you feel as though -- or makes me feel as though
8 someone is really out there and working to restore
9 my power quickly. I thank you for this
10 opportunity.

11 COMMISSIONER FAY: Great. Thank you for your
12 comments, Ms. Goldman.

13 Next up is Robert Di Santo. Robert Di Santo,
14 are you on the line?

15 MR. DI SANTO: Yes.

16 COMMISSIONER FAY: You're recognized.

17 MR. DI SANTO: Okay. My call is to recognize
18 a gentleman that helped me help with my business.
19 I'm a resident in Florida for 40 years. I live in
20 Brevard County, Melbourne Florida. My shop is at
21 700 Atlantis Road, Unit 308, Melbourne, Florida
22 32904, and I've been in the marble and granite
23 business my whole life and I've never heard of
24 21-demand before. I've always had major bridge
25 saws and edge machines of all sorts and had

1 three-phase power and never had no issues.

2 Recently I bought a waterjet and had it
3 installed in my shop and installed three phase
4 power specifically for my unit only. And after I
5 did that, I started to use it. I was drawing
6 41,000 kilowatts at full power. Well, it's
7 60,000-psi and it draws that much power and --
8 nothing out of the ordinary. I've used them
9 before, but this one I, in particular, I purchased
10 for myself. And so, anyway, I got an e-mail from
11 FP&L telling me that things would not be good for
12 me because now I'm using this 21-demand power and
13 so on and so forth.

14 So, to make a long story short, she sent an
15 energy specialist to my shop, which the first guy,
16 I don't want to mention his name, was useless. And
17 then I called some supervisors and started to get
18 through the chain of command and FP&L and they --
19 (technical interruption) -- they have brought me
20 to --

21 COMMISSIONER FAY: Go ahead, Mr. Di Santo. We
22 had a little feedback, but you're good.

23 MR. DI SANTO: So it brought me to Richard
24 As -- Richard Smith, an energy specialist out of
25 Fort Lauderdale. And I have to, say Richard took

1 all the necessary time, did an online meter read
2 with me and went through the whole process on how
3 it works, how they did read 21-demand and what the
4 rate is compared to the general rate. So my call
5 basically is to say that guy provided excellent
6 service. I've always had no problems with FP&L and
7 after listening to all these other people about the
8 rate increase that really I was unaware of, give
9 them what they need. They're doing a great job.
10 They've always done a great job. They're
11 resilient. When hurricanes come, they do their
12 best, which is all you can really expect and then
13 some. But Richard Smith needs to be recognized,
14 definitely, for what he did for me to help me
15 understand how the 21-demand works, so. It would
16 have put me out of business if I had to stay at the
17 21-demand rate.

18 So he got me a meter, which is a term-of-use
19 meter, which still is a little wonky, but I can
20 coordinate my schedule where I can use full power,
21 as much as I need on the weekends, but only at
22 9:00 p.m. until noon the following day. So I can't
23 work in peak hours, which would be noon until
24 9:00 p.m. So do most of my work on the weekends
25 and I do it -- I get up at three and four in the

1 morning and I'm done by 10:30, 11:00. It's just
2 the way it's got to be, because there's just no way
3 I can offer the service to my customers, which my
4 businesses is Space Coast Water Jetting --

5 COMMISSIONER FAY: Mr. Di Santo, if you can
6 wrap it up, please.

7 MR. DI SANTO: When I can't run at full power,
8 it's an issue. So Richard made it clear and he
9 also made it possible for me to get one of these
10 meters. It supposedly is not readily available to
11 everybody, but he managed to make it happen for me.

12 COMMISSIONER FAY: Thank you for your
13 comments, Mr. Di Santo. Thank you.

14 MR. DI SANTO: You're welcome. Yep. Thank
15 you.

16 COMMISSIONER FAY: Next up -- next three,
17 actually, would be Diana Molina, Frank Carollo and
18 Paul Brazil. Diana Molina, are you on the line?

19 MS. MOLINA: Yes, I am. Thank you.

20 COMMISSIONER FAY: You're recognized.

21 MS. MOLINA: Good morning and thank you for
22 the opportunity to speak on the proposed rate
23 increase. My name is Diana Molina. My residential
24 address is 750 NW 99th Circle in the city of
25 Plantation, Florida. Not only am I a residential

1 customer. I'm also a small business owner and I've
2 been very pleased with FP&L for over 30 years. I'm
3 in agreement with this rate increase and I strongly
4 feel that they have -- with all that they have done
5 in the past to provide great customer service, and
6 I feel that they deliver the best energy service,
7 value and commitment to its customers. It is a
8 necessity for our future. They provided both
9 residential and commercial customers with a strong
10 infrastructure, clean energy and the technology
11 that will continue to make Florida resilient to the
12 ever-changing and challenging times.

13 I feel that the way they proposed this new
14 rate increase and by making the system cleaner and
15 greener, it can possibly lower the consumer cost in
16 other ways. I think investing in Florida's future
17 has to come at a cost and this is a minor cost with
18 a maximum value.

19 As a small business owner of a tax business,
20 it is imperative that during certain times of the
21 year that my business does not experience any
22 delays in service, and having done this for 30
23 years, I have experienced no delays in service.

24 As a small business owner I have seen how FP&L
25 gives back to the communities in which they serve,

1 through education, disaster relief and company
2 investments. Regarding the last few days of our
3 rains and thunderstorms, outages in my area were
4 nonexistent. I just want to say thank you to FP&L
5 and thank you for allowing me the opportunity to
6 speak to you today in support of the rate increase.
7 Have a great day.

8 COMMISSIONER FAY: Thank you for your
9 comments, Ms. Molina.

10 Next up will be Frank Carollo. And if he's
11 available, I need to swear you in, Mr. Carollo.
12 Are you on the line?

13 MR. CAROLLO: Yes, I'm here.

14 (Whereupon, Frank Carollo was sworn in by
15 Commissioner Fay.)

16 MR. CAROLLO: I do.

17 COMMISSIONER FAY: You're recognized.

18 MR. CAROLLO: Good morning and thank you for
19 the opportunity to speak at today's meeting. I'll
20 be brief. As a former City of Miami Commissioner,
21 I witnessed how FPL was able to work with the city
22 on an important transmission project. FPL
23 demonstrated a willingness to work with the city
24 and find solutions to what was a pressing concern
25 for the city several years ago regarding an

1 overhead transmission line. I commend FPL for
2 finding a creative way to engineer underground
3 options at the City of Miami Commission in order to
4 support. This provided a win for all, especially,
5 and more importantly, the residents of this
6 community.

7 As I mentioned before, I wasn't going to take
8 too much of your time, but I thought it was
9 important to speak out and I appreciate the utility
10 for its tenacity and working with the city to find
11 a solution. Once again, thank you. I appreciate
12 this opportunity to address you today.

13 COMMISSIONER FAY: Great. Thank you,
14 Mr. Carollo. We appreciate your comments.

15 Next is Paul Brazil.

16 MR. BRAZIL: Good morning, Commissioners. My
17 name is Paul Brazil and I'm representing the town
18 of Palm Beach. Our address is 360 South County
19 Road, Palm Beach. I'm the Director of Public Works
20 and I was chosen to represent the town because of
21 the work that we do with FP&L. We're approximately
22 halfway through a ten-year project that is
23 undergrounding all of our overhead utilities. As
24 you can imagine, FP&L is instrumental to the
25 success of this project. Their engineering design

1 team has actually exceeded all of our expectations
2 for turnaround time on the designs.

3 The town is an older community, we're fully
4 developed, and the project is very challenging and
5 we need flexibility in design. FP&L has partnered
6 with us for the past five years, finding ways to
7 make this project happen. This, combined with
8 hardening of the system that feeds the island has
9 greatly improved reliability. During the course of
10 the project, FP&L approached the town with an
11 opportunity to replace our streetlights with LED
12 lights. The cost benefit analysis on that showed
13 that it was a great benefit for the town
14 financially. FP&L has also approached us with EB
15 charging stations that could be installed with no
16 charge to our residents. We didn't even know that
17 program existed. FP&L has been a great partner for
18 the town and I appreciate you letting me speak
19 today.

20 COMMISSIONER FAY: Thank you for your
21 comments, Mr. Brazil.

22 The next three up will be Robert Manning,
23 Herman Younger and Stibalys Gomez. Mr. Manning,
24 are you on the line? Robert Manning. Herman
25 Younger.

1 MR. YOUNGER: Yes. Hello, can you hear me?

2 COMMISSIONER FAY: Mr. Younger, you're
3 recognized.

4 MR. YOUNGER: Thank you. Hello, my name is
5 Herman Younger and as a Sierra Club Organizer, I
6 have many constituents who are serviced by FPL.
7 Due to their inability to be a good actor, I am
8 deeply concerned and in full opposition of the
9 proposed 20-percent increase. FP&L has always been
10 a bad actor. For example, on rates they say
11 they're the lowest, but this is completely
12 inaccurate. And their inability in truth-telling
13 proves they cannot be trusted. They're currently
14 the 7th-highest IOU rate in the nation. ACEEE
15 Reports rank FPL 51 of 52 major utility companies
16 when it comes to energy efficiency. FPL states
17 they have great customer service. Then why is it
18 the case that FPL wants to increase rates by 6.5
19 billion over the next four years? FPL attempted to
20 then shut off moratorium at the height of the
21 second wave of the pandemic, at a time that 600,000
22 Florida customers are behind on their electric
23 bills. FPL attempted to block Florida Rising, an
24 organization focused on racial and economic justice
25 from participating in the rate case, a historically

1 white-dominant space. And on being fossil fuel
2 leaders, FPL is converting shutdowns -- shut down
3 coal plants and converting them to natural gas
4 plants, continuing to pollute with natural gas.

5 FPL also attempted to trick Floridians into
6 voting for a utility back measure that would limit
7 roof-top expansion and net metering. These are
8 just a few of many examples of FP&L's inability to
9 put the interest of the people that they serve
10 first.

11 Again, for these reasons, I, the Sierra Club
12 Florida, are vehemently opposed to FP&L's request
13 for a 20-percent rate increase. And, quite
14 frankly, the Commission's own interests are
15 beginning to be questionable for exhibiting bias in
16 the previous hearing this week when the public
17 comment in support of the rate increase was the
18 only comment that was praised by the Commission.
19 Is the decision of this case already predetermined?
20 Is this process a just and equitable one, one FP&L
21 already has a hold of the Commission? The white
22 middle-upper-class privilege in this hearing is
23 astronomical. To say, oh well, a rate increase,
24 we'll just adjust like an increase in gas prices,
25 when the increase in prices in anything could be

1 the difference between obtaining food and shelter
2 for black and brown low-income communities. Where
3 is your empathy? Step into the shoes of others
4 that are not white and privileged like yourself.
5 And you have my time.

6 COMMISSIONER FAY: Thank you for your
7 comments, Mr. Younger.

8 Next is Stibalys Gomez.

9 MS. GOMEZ: Yes. Hello. Good morning,
10 everyone. Buenos Dias. My name is Stibalys Gomez
11 down in Miami and I reside in the City of West
12 Miami. I am here, again, but it is because this is
13 an incredibly important issue to me and those in
14 Miami. I'm here again today as a community member
15 and organizer to speak against the 20-percent
16 increase and help educate by debunking the myths
17 I've heard around the increase at these meetings.

18 At yesterday's meeting, I did some background
19 myself, and debunked some myths regarding FPL and
20 their relationship to clean energy: How FPL's
21 parent company, NextEra is one of the few utility
22 companies that has not pledged to decarbonize; and
23 how FPL failed to support legislation that would
24 increase renewable energy usage, and instead
25 actively lobbied against it. I, again, for one,

1 don't want a future where we continue to use fossil
2 fuels, and I'm sure those of you here today that
3 understand and believe in the science would agree,
4 that the transition off of fossil fuels isn't
5 something that we can debate anymore. It has to be
6 done.

7 To note, part of the process of this rate
8 increase will be going to converting coal plants
9 into natural gas plants, which aren't a solution
10 because it is still a fossil fuel and I fear that
11 this will lock us into using fossil fuels for the
12 long-term. As of this month, we are at 419 parts
13 per million, which is the unit for measuring the
14 amount of carbon in our atmosphere. That is well
15 above the industrial levels of 200 to 300 parts per
16 million. And scientists say we are in literal
17 uncharted territory.

18 We need to take this seriously and not blindly
19 agree with FPL simply because what they say sounds
20 nice. They don't support the transition and the
21 rate increase profits won't be going to fighting
22 the climate crisis, because if this was their
23 intention, they wouldn't be actively spreading
24 misinformation and actively lobbying against
25 renewable energy policy.

1 I was also going to debunk the myth that FPL
2 has America's best energy value, because it does
3 not. However, the previous speaker, I'll mention
4 it as well, about how FPL ranks 51 out of 52 for
5 energy efficiency, and how it has the 7th highest
6 IOU rate in the nation.

7 Regarding their customer service, as well as
8 mentioned from of the previous speaker, it's great
9 that there are people that have FPL customer
10 service, and I really wish that was the case, but
11 it simply isn't. FPL attempted to end the shut-off
12 moratorium multiple times during the pandemic,
13 including during the height of the second wave.
14 600,000 Florida customers are behind on their
15 electric bills, you know, and I fail to see how
16 that would end well.

17 To conclude, please, everyone here do your
18 research and educate yourselves because fools
19 sometimes sound beautiful, but end up being the
20 thing you should have stopped in the first place.
21 It would be amazing if FPL meant everything of what
22 they're preaching, but they don't. And we need to
23 be able to recognize and call out groups that
24 attempt to mislead community members like this,
25 because we should be helping each other to build a

1 better future than the one we're on course for now.
2 Thank you.

3 COMMISSIONER FAY: Thank you for your
4 comments, Ms. Gomez.

5 So, finally, we'll just ensure that anybody
6 who signed up who hasn't spoken -- those who signed
7 up and haven't spoken are not on the line. If you
8 are, please speak up and be recognized now.

9 (Ms. Prieto made remarks in Spanish.)

10 COMMISSIONER FAY: All right. Well, thank you
11 very much. Thanks to all the customers and the
12 parties for participating in this hearing today.
13 Unless our Commissioners have anything to add, then
14 we are set to adjourn. Thank you.

15 (Ms. Prieto made concluding remarks in
16 Spanish.)

17 (Proceedings concluded at 11:46 a.m.)

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CERTIFICATE OF REPORTER

STATE OF FLORIDA)
COUNTY OF LEON)

I, DANA W. REEVES, Professional Court
Reporter, do hereby certify that the foregoing
proceeding was heard at the time and place herein
stated.

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

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

DATED THIS 16th day of July, 2021.



DANA W. REEVES
NOTARY PUBLIC
COMMISSION #GG970595
EXPIRES MARCH 22, 2024