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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 ART GRAHAM
COMMISSIONER ANDREW GILES FAY
COMMISSIONER MIKE LA ROSA
COMMISSIONER GABRIELLA PASSIDOMO

DATE: Thursday, July 1, 2021

TIME: Commenced: 6:00 p.m.
Concluded: 7:41 p.m.

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

REPORTED BY: ANDREA KOMARIDIS WRAY
Court Reporter

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

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7 Company, One Energy Place, Bin 100, Pensacola, Florida
8 32520, appearing on behalf of Florida Power & Light
9 Company (FPL).

10 BRADLEY MARSHALL and JORDAN LUEBKEMANN,
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5 Industrial Users Group (FIPUG).

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17 Energy (SACE).

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

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1 APPEARANCES CONTINUED:

2 RICHARD GENTRY, PUBLIC COUNSEL; CHARLES
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4 CHRISTENSEN and ANASTACIA PIRRELLO, ESQUIRES, OFFICE OF
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8 State of Florida (OPC).

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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 evening. I'd like to
3 welcome everyone to the Florida Power & Light Gulf
4 Power Company rate case. Tonight's rate hearing is
5 part of the process, and we're here to hear from
6 you, the customers. My name is Andrew --
7 Commissioner Andrew Fay and I have the privilege of
8 chairing this meeting today.

9 Staff, please read the notice.

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

14 COMMISSIONER FAY: Great. Thank you.

15 Let me just first thank everyone for taking
16 the time out of their schedules to be on this call
17 this evening. We appreciate the interest. This is
18 regarding the petition filed by Florida Power &
19 Light and Gulf Power.

20 As I mentioned, the hearing is designed for us
21 to hear directly from you, the customers. So, it's
22 your opportunity to give us your thoughts,
23 concerns, and comments related to the utility's
24 request.

25 In August, there will be a technical hearing

1 where the Commission will take in the substance and
2 the evidence and review the case. If you would
3 like to speak with an FPL or Gulf customer service
4 representative, a representative can be reached by
5 calling (833)407-2007.

6 In addition, the Commission has made staff
7 available. Curt Mouring from our accounting and
8 finance division is a PSC representative and he can
9 be contacted either through e-mail, by pho- -- or
10 by phone. His number is (850)413-6427, and his
11 e-mail is Cmouring- -- it's c-m-o-u-r-n-i-n-g
12 [sic] -- @psc.state.fl.us.

13 I did want to go over a few things about
14 tonight's hearing. This is an official hearing
15 that will be transcribed and will become part of
16 the official record.

17 Please note that your comments will be subject
18 to cross-examination; that is, you may be asked
19 questions from either of the parties or one of the
20 Commissioners.

21 Just for those calling in tonight, we will ask
22 you to maintain the mute button on your phone and
23 your -- your best, essentially to keep the line
24 clear from feedback. Please refrain from using the
25 speakerphone and if you're disconnected and come

1 back into the call, we'll take you up at the -- the
2 end of the call.

3 We appreciate the professional nature of
4 these -- these hearings and appreciate you being on
5 the call tonight. Either -- whether your comments
6 are made verbally or submitted in writing, they'll
7 still be part of the record for us to review.

8 I did also want to add that we do have a
9 Spanish interpreter on the phone tonight. And
10 please -- I apologize for my Spanish -- but
11 (addressing the customers in Spanish). I think
12 she's on the line -- yes? Jackie, are you there?

13 THE INTERPRETER: Yes.

14 (Addressing the customers in Spanish.)

15 COMMISSIONER FAY: Thank you.

16 THE INTERPRETER: Thank you.

17 COMMISSIONER FAY: We will go ahead and start
18 with appearances. Florida Power & Light?

19 MS. BARNES: Good evening. Monica Barnes
20 appearing on behalf of Florida Power & Light
21 Company, and I'd also like to enter an appearance
22 for Russell Badders and Wade Litchfield.

23 COMMISSIONER FAY: Great. Thank you.

24 Office of Public Counsel.

25 MS. CHRISTENSEN: Good evening. Patricia

1 Christensen. I'd like to put in an appearance for
2 Richard Gentry, the Public Counsel, Charles
3 Rehwinkel, and Anastacia Pirrello.

4 COMMISSIONER FAY: Great. Thank you.
5 Florida Rising.

6 MR. MARSHALL: Good evening. Bradley Marshall
7 on behalf of Florida Rising, the League of United
8 Latin American Citizens of Florida, and the
9 Environmental Confederation of Southwest Florida.
10 I'd also like to enter an appearance for Jordan
11 Luebkekmann. Thank you.

12 COMMISSIONER FAY: Great. Thank you.
13 Federal Executive Agencies, FIPUG, SACE, or
14 FRF?

15 Vote Solar? CLEO Institute?
16 Walmart.

17 The Larsons.

18 MR. SKOP: Yes, good afternoon, Commissioner
19 Fay. Nathan Skop entering an appearance on behalf
20 of entering an appearance on behalf of Daniel and
21 Alexandria Larson. Thank you.

22 COMMISSIONER FAY: Thank you.

23 FAIR.

24 MR. WRIGHT: Thank you, and good evening,
25 Commissioner. Robert Scheffel Wright appearing on

1 behalf of Floridians Against Increased Rates, Inc.
2 I'd also like to enter an appearance for my law
3 partner, John Thomas LaVia, III. Thank you.

4 COMMISSIONER FAY: Great. Thank you.
5 Staff counsel.

6 MS. BROWNLESS: Yes, sir. This is Suzanne
7 Brownless on behalf of Commission staff, and I'd
8 also like to enter an appearance for Bianca
9 Lherisson and Shaw Stiller.

10 COMMISSIONER FAY: Great.
11 And Commission advisor, General Counsel.

12 MR. HETRICK: Yep, Keith Hetrick, and I'd also
13 like to enter an appearance for Deputy General
14 Counsel, Mary Anne Helton. Thank you.

15 COMMISSIONER FAY: Great. Thank you so much.
16 We'll now move on to opening statements from
17 the parties. We'll start with Florida Power &
18 Light.

19 MS. BARNES: Thank you, Commissioner.
20 Christopher Chapel, vice president of customer
21 service, will provide remarks on behalf of FPL
22 followed by remarks in Spanish by Rosa Prieto.

23 MR. CHAPEL: Thanks, Monica. And thank you,
24 Commissioner Fay and Commissioners. And thank you
25 to all of our customers who have taken the time to

1 be here with us today.

2 Before I begin, I'd like to extend our
3 thoughts and prayers to the families affected by
4 the horrible tragedy in Surfside, Miami. At times
5 like this we are reminded that our customers are
6 our friends, our neighbors, and our families. Our
7 hearts are broken.

8 We're also keeping a close eye on the tropics
9 this evening. At this point, it's unclear if or
10 how Tropical Storm Elsa will impact Florida. We
11 are moni- -- monitoring the storm and we want to
12 assure our customers that, as ever, we have a plan
13 and we are ready. We urge our customers to also
14 monitor and make a plan.

15 As Monica said, my name is Christopher Chapel,
16 and I'm the vice president of customer service for
17 FPL. FPL is a regulated energy company. This
18 means the Public Service Commission oversees our
19 rates and operations to ensure we deliver safe and
20 reliable service at fair prices.

21 We're here today because we're asking for new
22 base rates beginning in 2022. I am very proud to
23 be a part of the team that provides you with
24 America's best energy value; electricity that's not
25 just clean and reliable, but also affordable. That

1 doesn't mean we can't be better, which is why your
2 feedback is so important to us.

3 Fundamentally, our mission is to provide you
4 with excellent service at affordable rates. Your
5 electricity is cleaner and more reliable than ever.
6 It's also affordable. The rates you pay are well
7 below the national average. Our typical
8 residential customer bill is lower today than it
9 was 15 years ago.

10 This is a result of FPL's consistent and
11 deliberate effort to continuously improve upon our
12 performance and the value we provide our customers.
13 It's a purposeful and never-ending commitment to be
14 the best utility possible.

15 And this is the very heart of our rate case.
16 We're standing by our proven track record and
17 promising an even better tomorrow, a more resilient
18 and sustainable energy future that all of us can
19 depend on.

20 Our smart investments have increased
21 generation efficiency and dramatically improved
22 reliability. In fact, we've been the most-reliable
23 utility in Florida for the last 15 years and we've
24 improved our storm preparedness and mobilization.

25 As a result, we've dramatically improved our

1 restoration times, but it's been five years since
2 our last rate request. Florida is now the -- the
3 country's third-largest state and the world's 17th-
4 largest economy. FPL is growing, too. We now
5 serve more than 11 million Floridians.

6 And though we've invested billions of dollars
7 every year to support Florida's growth and to
8 continuously improve your service, many of these
9 investments are not included in current rates.

10 So, we've asked the PSC to approve a plan that
11 would phase in new rates starting in 2022. Please
12 keep in mind that the proposed increase is spread
13 across millions customers and over a four-year
14 period. So, even with the proposed rate increase,
15 typical residential bills will continue to remain
16 below the national average.

17 And, importantly, the plan will allow us to
18 continue to make proven investments in
19 infrastructure, clean energy, and technologies that
20 benefit our customers and our growing state.

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

1 struggling to pay their bills.

2 And during the COVID pandemic, we received
3 approval from the PSC to create a number of unique
4 programs that provided approximately \$75 million in
5 assistance to customers.

6 As we always have and always will, we are here
7 to support our customers. In fact, as Commissioner
8 Fay said, employees are available right now. You
9 can contact them at (833)407-2007.

10 In closing, we are committed to serving you
11 today, while always looking over the horizon so
12 we're ready to meet your energy needs tomorrow.
13 We're looking forward to hearing from you. We want
14 to hear what we do well. To that end, we've asked
15 customers who've said they value our service to
16 share their thoughts today, but more importantly,
17 we want to know where we can improve.

18 So, thank you for your participation and thank
19 you for the opportunity to serve you.

20 I'd like to now turn it over to Rosie Prieto,
21 senior director of our customer care team, to
22 welcome our Spanish-speaking customers.

23 MS. PRIETO: Thank you, Christopher.

24 (Addressing the customers in Spanish.)

25 COMMISSIONER FAY: Great. Thank you so much.

1 Next, Office of Public Counsel.

2 MS. CHRISTENSEN: Good evening. My name is
3 Patricia Christensen and I am with the Office of
4 Public Counsel. We're an office with the
5 Legislature set up to represent you, the ratepayers
6 of Florida Power & Light and Gulf Power.

7 We are investigating FPL and Gulf's rate
8 request in this matter. To help us, we've hired
9 experts in accounting, depreciation, cost of
10 capital, and other regulatory matters. We will try
11 to get the best results for you, the customers,
12 that we can.

13 Today, we're here to hear from you, the
14 customers, about your experiences with FPL and
15 Gulf, good or bad. We thank you for taking your
16 time to attend this hearing and to give your input.

17 Have a good evening, and I look forward to
18 listening to your comments.

19 COMMISSIONER FAY: Great. Thank you so much.

20 Next, we'll move to opening statements from
21 the Larsons.

22 MR. SKOP: Good evening. My name is Nathan
23 Skop. As an attorney and former Florida Public
24 Service Commissioner, it's my privilege to
25 represent the Larsons in the FPL case. The Larsons

1 are resident- -- FPL residential customers living
2 in Palm Beach County who are concerned about the
3 significant rate impact of the proposed FPL rate
4 increases. The FPL rate increase represents the
5 largest electrical rate increase in Florida's
6 history.

7 FPL has the burden to demonstrate that the
8 request is fair, just, and reasonable. FPL should
9 be allowed to recover prudent additions made to
10 rate base since the last rate request and
11 settlement, but whether that requires a rate
12 increase is highly dependent upon the net revenue
13 requirement compared to existing rates.

14 It's important to understand, however, that
15 FPL's claims about having lower bills than other
16 electric utilities does not provide a legal basis
17 for the Florida Public Service Commission to
18 increase FPL's base rates; likewise, having
19 reliable service is expected from a regulated
20 utility under the regulatory compact.

21 In 2009, the Florida Public Service Commission
22 denied the majority of FPL's \$1.3-billion request,
23 which was, at the time, the largest rate increase
24 in Florida's history. FPL claimed that they would
25 not be able to continue to provide reliable

1 services and make investments. None of those
2 parade of -- of statements held true. FPL
3 continued to provide reliable service and continued
4 to expand and remains a financially-healthy utility
5 today.

6 The Larsons oppose the FPL request because
7 evidence will demonstrate that FPL's request is
8 well in excess of what FPL needs to continue to
9 provide reliable services -- I mean, reliable
10 service to FPL customers while remaining
11 financially healthy.

12 If claims relating to, you know, not having
13 resources to do this or that -- you know, it's a
14 lot of posturing that goes on in a rate case and,
15 you know, simply put, you know, it comes -- a
16 matter of -- of evidence and looking holistically
17 at what the numbers are versus what has been
18 requested.

19 Return on equity is one of the many contested
20 issues in the FPL rate case. In the current rate
21 case, FPL has requested a mid-point ROE of
22 11.5 percent. FPL has a very strong balance sheet
23 and is financially healthy.

24 In sharp contrast to the FPL request, on
25 May 4th, Florida Public Service Commission approved

1 the Duke rate settlement with a mid-point ROE of
2 9.85. That's a new benchmark for electric
3 investor-owned utilities in the state of Florida.

4 So, with a much-stronger balance sheet than
5 Duke, it's difficult to understand how FPL could
6 justify a mid-point ROE, this 165 basis points
7 above the ROE benchmark, that was recently approved
8 by the Florida Public Service Commission on
9 May 4th.

10 The Larsons are also deeply concerned about
11 media reports about the influence that investor-
12 owned utilities such as FPL are alleged to have
13 over the Florida Public Service Commission and the
14 Florida Legislature.

15 In closing, the Larsons are hopeful that the
16 time and expense of a fully-litigated rate case --
17 which would require the Florida Public Service
18 Commission to decide the case in full -- could be
19 avoided and that a fair and reasonable settlement
20 could be reached between the parties that would
21 balance the interests of customers and FPL alike.

22 Thank you.

23 COMMISSIONER FAY: Thank you, Mr. Skop.

24 Florida Rising? Mr. Marshall.

25 MR. MARSHALL: Thank you, Commissioner Fay.

1 Good evening. My name is Bradley Marshall and
2 I represent Florida Rising, the League of United
3 Latin American Citizens of Florida, and the
4 Environmental Confederation of Southwest Florida.
5 We oppose this 20-percent rate hike because, simply
6 put, it isn't needed.

7 We have been listening during these service
8 hearings and we know that many of you are pleased
9 with FPL's customer service and reliability, but
10 the extra six-and-a-half billion dollars FPL plans
11 to collect over the next four years isn't needed
12 for that.

13 They want to use it, instead, to increase
14 their profits and to continue building out more
15 stuff they don't need, such as new gas power
16 plants; power plants that aren't needed and that
17 aren't good for the environment. It's also
18 important to know that FPL can continue to build
19 out solar without raising rates.

20 We oppose this rate increase because too many
21 are already unable to afford their electric bills.
22 FPL bills -- and by bills, I mean the checks
23 customers have to write to FPL at the end of the
24 month, not rates -- are already well above the
25 national average for large investor-owned utilities

1 like FPL.

2 FPL has cut off electricity from over half a
3 million customers during the pandemic for failing
4 to keep up with their FPL payments. Reliability
5 doesn't help those FPL customers who can't afford
6 their electric bill. A 20-percent increase for FPL
7 customers will push even more over the brink.

8 Thank you and thank you for being here today.

9 COMMISSIONER FAY: Great. Thank you,
10 Mr. Marshall.

11 FAIR, Mr. Wright.

12 MR. WRIGHT: Thank you, Commissioner Fay, and
13 good evening.

14 Before I say anything else, I want to say that
15 I add my personal prayers to those of everyone
16 praying for the people in Surfside and their
17 families.

18 My name is Robert Scheffel Wright. I was born
19 in Miami. I go by Schef and I have worked on
20 energy matters here in Florida for more than 40
21 years, including service in Governor Bob Graham's
22 energy office as well as seven years of service on
23 the staff of the Florida Public Service Commission.

24 This evening, I am proud to represent
25 Floridians Against Increased Rates, Inc., which we

1 call FAIR, a Florida non-profit corporation, and
2 the hundreds of our members who are FPL customers.
3 On behalf of FAIR, I thank everyone for coming this
4 evening.

5 I want to be clear about one thing from the
6 outset. From the view- -- viewpoint of customers,
7 our members, FAIR wants a healthy FPL. Our
8 position is simply that FPL should have enough
9 money, not too much. It is FPL's duty and
10 responsibility, it is FPL's job, to provide safe
11 and reliable service at the lowest possible cost.

12 FPL has thousands of good, hardworking people
13 out there, keeping the lights on, and we salute
14 them. They should get paid and they will; however,
15 the evidence in this case will show that FPL's
16 request -- which, by the way, is by far the largest
17 request in Florida history -- would give it way
18 more money than it needs to do its job.

19 FPL's request is unreasonable and it is
20 unfair. It's unfair because they don't need an
21 extra \$1.1 billion of your, customers', money that
22 they want next year. They don't need all of what
23 they've asked for in 2023, '24, and '25.

24 Even if FPL got no increase at all next year,
25 they could pay all the expenses they project to

1 incur next year, including paying all the employees
2 they project to have available and working next
3 year.

4 They could pay their interest. They could pay
5 for all the wire, transformers, poles, and
6 everything else, cover all the costs associated
7 with their existing and projected investments next
8 year and still have well over \$2 billion in profits
9 left over.

10 While it's true that a lot of FPL's
11 investments made over the last four years were not
12 included in the rates when those rates were set, it
13 is not true that they are not being fully covered
14 by the rates that FPL is now collecting.

15 FPL's sales have grown a lot. FPL's revenues
16 have grown a lot. And, over the last three years,
17 they have earned at the absolute top of their
18 allowed rate of return, even in the pandemic year.

19 It's even worse than that. They want to use
20 up value that your payments will create using an
21 accounting mechanism called reserve surplus or a
22 depreciation reserve surplus to pad their profits
23 even more to the tune of up to a billion-and-a-half
24 dollars over the next four years.

25 FAIR and our witnesses have detailed evidence

1 and we will present a strong, detailed case to the
2 Commission later this summer, arguing that FPL
3 cannot demonstrate they need any increase at all.
4 We will fight to prevent them from getting any of
5 the money -- anything they don't need.

6 Tell the Commissioners what you think. Thank
7 you for being here and thank you for your
8 attention.

9 COMMISSIONER FAY: Thank you, Mr. Wright.

10 The next part of the hearing is the customer
11 testimony component. We will get to everyone who
12 has signed up tonight. I apologize for the -- the
13 long meeting, but we will get to everybody.

14 Each individual customer will have three
15 minutes to speak. And what you'll hear at that
16 three-minute mark is what you just heard when
17 Mr. Wright was speaking. There's a bell that will
18 sound to notify you that you're at that three-
19 minute mark and I'll ask you to wrap up your
20 comments at that time.

21 I will initially call three names at a time
22 just to let you know where -- that you're next in
23 line and can be prepared to speak. I'd also like
24 to remind everyone that those who have been sworn
25 in and if -- if you are not, I will have you sworn

1 in. Your testimony will be provided under oath,
2 and your verbal comments can be trans- -- will be
3 transcribed and part of the official record.

4 Last, I'd just mention that the -- the legal
5 counsel for the parties and the Commissioners may
6 want to ask a question to a specific customer.
7 And, if that's the case, please just interject and
8 let me know and I'll make sure you're recognized
9 to -- to ask that question.

10 With that, we'll begin bringing forward the
11 customers. Our first three will be Mike Moore, Ava
12 Hue, Harvey Goldberg.

13 Mr. Moore, are you on the line?

14 MR. MOORE: Yes, I am.

15 COMMISSIONER FAY: You're recognized.

16 MR. MOORE: Thank you. My name is Mike Moore.
17 I reside at 2645 South Bay Shore Drive in Miami's
18 Coconut Grove, and I am a customer of FP&L.

19 I originally am from New Orleans, where we
20 were served by Entergy. Then I moved here in '94.
21 Then I transferred to Atlanta, where we were served
22 by Georgia Power. And then I came back to Miami in
23 2002 and -- where we continue to be adequately
24 served by FP&L. I mention that just to frame that
25 I've had exposure with a couple of other major

1 utility companies.

2 I am very satisfied with the service we
3 receive from Florida Power & Light. They provide
4 very good service despite, you know, the storms
5 that we have and the challenges that our community,
6 you know, suffers underneath that stuff, but
7 they've been very responsive, and I think their
8 rates -- and their rates have been reasonable
9 compared to (unintelligible).

10 I have also been extremely impressed by their
11 creativity, especially when you look at the solar
12 fields that they have created and I think will --
13 will be there to service us in the -- now and --
14 and in the future.

15 And with that, that's pretty much all I would
16 like to say.

17 COMMISSIONER FAY: Great. Thank you for your
18 comments, Mr. Moore.

19 Ava Hue. Ava Hue.

20 Harvey Goldberg.

21 MR. GOLDBERG: Yes, I'm on the line.

22 COMMISSIONER FAY: Mr. Goldberg, you're
23 recognized.

24 MR. GOLDBERG: Thank you.

25 My name is Harvey Goldberg. I live at 1780

1 Deborah Drive in Punta Gorda, Florida, and I am a
2 Florida Power & Light customer. And I appreciate
3 the opportunity to speak to the Commission.

4 I'm a senior citizen and I've lived in Punta
5 Gorda for 20 years. And for -- practically all the
6 Florida Power & Light residential equipment in this
7 small town is aboveground; that means poles, lines,
8 et cetera.

9 I was in my Punta Gorda home in August of 2004
10 when Hurricane Charlie made a sudden turn and Punta
11 Gorda became ground zero for that devastating
12 hurricane. We survived the two and three weeks
13 without electrical service and it was a very, very
14 challenging time.

15 Since then, however -- I feel very positive
16 about this -- I've experienced and witnessed,
17 personally witnessed, significant service
18 improvements from the Florida Power & Light over
19 those years, including today.

20 There have been a major program to inspect and
21 harden their poles and their lines and all their
22 outside equipment. There's a significant program
23 for tree -- tree and shrubbery removal and clearing
24 of lines and equipment.

25 In my opinion, and having lived in other

1 places up and down the East Coast for many years,
2 Florida Power & Light has significantly improved
3 their service reliability, their resilience, and --
4 and their responsiveness.

5 I'm pleased to say, despite a number of major
6 storms that we've had in this area over the past
7 seven to eight years, we have had no service
8 outages. And I believe that's in response to
9 the -- to those programs that Florida Power & Light
10 has -- has put in place and continues to put in
11 place in this -- particularly in the upcoming
12 years, in the storm system.

13 I think the rates are fair. Again, I'm a
14 senior citizen. I live on a restricted income
15 and -- and I -- I'm happy to have public -- P- -
16 FP&L as my customer [sic], and it's reassuring
17 that, when I turn on the switch, the lights go on.

18 And those are my comments, and I thank you for
19 the opportunity.

20 COMMISSIONER FAY: Great. Thank you,
21 Mr. Goldberg.

22 Next up, we'll have Cristina Arguello, Joshua
23 Adams, and Beverly Gatewood.

24 Ms. Arguello, are you on the line?

25 MS. ARGUELLO: I am. Can you hear me?

1 COMMISSIONER FAY: You're recognized. Yes, we
2 can hear you.

3 MS. ARGUELLO: Okay. Thank you so much. Good
4 evening. My name is Cristina Arguello. My address
5 is 1032 Southwest 124th Avenue, Miami, Florida
6 33184. I'm a current customer of Flor- -- Florida
7 Power & Light.

8 I'm a single mom and a homeowner in a
9 primarily-Hispanic community of working-class
10 people. I'm here to represent my family, friends,
11 and neighbors who are able -- who are not able to
12 speak against the 20-percent price increase to
13 their FPL bills, as they work to provide for their
14 families.

15 According to 2019 SEC disclosure, NextEra
16 Energy CEO James Robo received approximately
17 \$21 million in total compensation, including salary
18 and stocks. The COO of FPL received approximately
19 \$7 million in compensation during the same period;
20 however, despite the outrageously-high
21 compensations of executives, Florida Power & Light
22 is asking to raise rates on everyday customers.

23 The pandemic has hit our communities
24 exceptionally hard. We're experiencing economic
25 hardship, health concerns, and job insecurities.

1 This pandemic has disproportionately impacted
2 working-class communities like mine, the very same
3 communities on which FPL intends to place this
4 burden.

5 For working people, a 20-percent bill increase
6 pays for groceries, school supplies, gas to get to
7 work, and is substantially to our -- is substantial
8 to our daily budgets.

9 But what choice do we have? FPL is our sole
10 electrical provider. We can't shop around for a
11 better company to give us competitive pricing.
12 We're forced to do business with this company. And
13 only this Commission can keep our rates reasonable.

14 For all the messages of resilience and
15 community to which we've received from -- during
16 this pandemic, FPL has made it clear that they know
17 that they are a monopoly and we are their money
18 supply.

19 Throughout the pandemic, our families have
20 been asked to be strong and return back to work.
21 FPL looks to make our bad situation even worse. At
22 the end of the day, the money that I would be
23 charged by FP&L under this proposed rate increase
24 means a lot more to my family, to my children, than
25 it does to FPL's billions.

1 I believe that FPL is ethically wrong for
2 wanting to make additional profits from working-
3 class people during the most difficult times that
4 we have faced. It is my hope that this Commission
5 will do what is best for consumers, for all the
6 working people who could not speak to this
7 Commission, for me, the regular working-class mom
8 trying to do her best during these times of
9 economic uncertainty, I ask that you vote against
10 the FPL rate hike.

11 Stand with working-class people, these -- in
12 these communities, focus on the relief and
13 recovery. Tell FPL that the Florida residents come
14 first.

15 Thank you so much.

16 COMMISSIONER FAY: Thank you for your
17 comments.

18 Next up is Joshua Adams.

19 MR. ADAMS: I'm here.

20 COMMISSIONER FAY: Joshua Adams. You're
21 recognized.

22 MR. ADAMS: Yes, thank for having me. I live
23 here in West Melbourne, Florida. I just want to
24 share a few thoughts. I've been an FPL customer
25 for 15 years. And the main -- the main points I

1 just wanted to share, we've always had reliable
2 service, very rarely have had issues besides, of
3 course, a hurricane, which those have always been
4 pretty impressive in their resiliency and creative
5 in getting both local and even nationwide help to
6 get things up quickly.

7 And I've loved their investment into solar.
8 That's been a big one, watching that happen.

9 So, those are all the items I had to share.

10 COMMISSIONER FAY: Great. Thank you so much,
11 Mr. Adams.

12 Next up is Beverly Gatewood. Beverly
13 Gatewood.

14 Next three will be Michelle Bil- -- Bilbao,
15 Modesta Valdes, and Phillip Thomas.

16 Michelle -- either Bilb-a-o or Bil-bow.

17 MS. BILBAO: I'm here. Michelle Bilbao. Hi,
18 how are you? Thank you.

19 COMMISSIONER FAY: You're recognized.

20 MS. BILBAO: Thank you.

21 My name is Michelle Bilbao. I live at 1201
22 Andora Avenue in Coral Gables, Florida. I am a
23 long-time customer of FP&L, several decades. I
24 have to say that FP&L has always provided excellent
25 customer service, has always resolved any issues

1 quickly and successfully at my home and in my
2 neighborhood. And there have been several moments
3 where we have needed them, with all these storms
4 that we have had to endure. I, therefore, support
5 a rate change because we need to continue to
6 improve our infrastructure and make sure that FP&L
7 is there for us.

8 FP&L is making great strides to becoming more
9 green. And I hope that, one day, we can get to
10 zero carbon emissions, and we are moving towards
11 that goal.

12 That's it. Thank you very much.

13 COMMISSIONER FAY: Great. Thank you very
14 much.

15 Modesta Valdes?

16 MS. VALDES: I'm here.

17 COMMISSIONER FAY: You're recognized.

18 MS. VALDES: Yes. Good evening. My name is
19 Modesta Valdes. I am here to speak about my
20 experience as an FPL customer. I have been an --
21 FPL's customer for more than 38 years and I have
22 seen the improvements throughout the years.

23 Most recently, I have seen FPL crews replacing
24 power poles in my neighborhood with newer and
25 stronger concrete poles. I have also seen their

1 commitments to technology to improve my service. I
2 can't remember the last time I lost my power for
3 more than a few minutes. At most, the lights might
4 flicker or come back within a minute or two.

5 If the lights do go out for more than a few
6 minutes, I do appreciate the FPL notifications. In
7 the past, I have received phone calls and
8 notifications regarding the status of an outage.
9 If I have called the customer service number, the
10 automated system has been able to identify the
11 outage and provide all the pertinent information.

12 I am also very happy with the FPL home-energy-
13 evaluation service. I called for an evaluation for
14 my home and found out that it was free. The
15 employee that came to my home was very
16 knowledgeable and detailed in his report and
17 recommendations. Once I implemented those
18 recommendations in my home, I saw my electric bill
19 drop significantly.

20 I thank FPL for their commitment to great
21 quality service and I thank you for the opportunity
22 to speak here tonight. Thank you.

23 COMMISSIONER FAY: Thank you for your
24 comments, Ms. Valdes.

25 The next is Phillip Thomas. Phillip Thomas.

1 Next three are Janine Hernandez, John Timpe,
2 and Deborah Krumm.

3 Ms. Hernandez, are you on the line?

4 MS. HERNANDEZ: I'm here. This is Janine --

5 COMMISSIONER FAY: You're recognized.

6 MS. HERNANDEZ: -- Hernandez.

7 COMMISSIONER FAY: Yes, Janine Hernandez,
8 you're recognized.

9 MS. HERNANDEZ: Hello, everyone. I just want
10 to thank FP&L. I'm -- I'm a student, actually, at
11 Miami-Dade College. My -- FPL provided us some
12 laptops for the students in the Kick-Start program.
13 And I just wanted to quickly say thank you to FP&L.

14 I didn't -- I didn't have a -- a laptop and,
15 honestly, it just came at the right time. And I'm
16 really, really grateful for -- for this gift.

17 Thank you.

18 COMMISSIONER FAY: Thank you for your
19 comments.

20 John Timpe. John Timpe.

21 Deborah Krumm. Deborah Krumm.

22 Next three will be Reed Boling, Robert Goggin,
23 and Alexis No- -- Noguerras.

24 Reed Boling, are you on the line? Reed
25 Boling?

1 Robert Goggin?

2 MR. GOGGIN: Yes.

3 COMMISSIONER FAY: Mr. Goggin, you're
4 recognized.

5 MR. GOGGIN: Thank you. Thank you for the
6 floor. Good evening. My name is Robert E. Goggin,
7 IV, 7760 Northwest 6th Court, Pembroke Pines,
8 Florida; born and raised in South Florida; previous
9 owner of an Ace Hardware store in Pembroke Pines.

10 I'm a small-business owner at the present
11 time, also Commissioner of South Broward Drainage
12 District, and an appointed Commissioner for City of
13 Pembroke Pines Board of Adjustment.

14 I want to first state that I am not for or
15 against the rate increase for FP&L. I'm definitely
16 looking forward to seeing the results of your
17 proposed investments starting in 2022.

18 The storm hardening, reliability, and added
19 grid technology that I am seeing on the FPL
20 commercials as well as being worked throughout
21 Florida are definitely needed to support Florida's
22 continuous growth. I do understand that FP&L's
23 investments early will be able to help provide a
24 more-resilient grid within a few years.

25 These investments will also better allow the

1 community to -- to withstand damage, can assist in
2 making repairs more quickly, and keep FP&L's costs
3 low. These investments should be -- eventually be
4 able to allow for a decrease in the base rate in
5 the near future.

6 I've lived and worked in Broward County for
7 over 40 years and have seen many great changes in
8 the community, including all the changes in FP&L's
9 infrastructure that benefit all customers and helps
10 the community get back into normalcy quicker and
11 ba- -- back to business and serve our community
12 quicker.

13 Recently, on 5/08, I experienced a long outage
14 due to the truck that caught the lateral in the
15 street near my house and pulled down wires, poles,
16 in the rear of the homes. Large mess.

17 I saw F- -- FP&L work diligently throughout
18 the evening, through cranes to set the new poles
19 and wires, provided timely communications
20 throughout the night as they worked due to a
21 vehicle accident that caused the equipment damage
22 to FP&L's facilities.

23 I also understand that FP&L is also investing
24 in undergrounding some lateral lines in the rear of
25 some subdivisions that have typically been problem

1 areas, especially due to the trees during the
2 storms. I'm hoping that my neighborhood will soon
3 be part of these proposed lateral underground
4 programs as well.

5 Thank you for your time.

6 COMMISSIONER FAY: Great. Thank you your
7 comments.

8 Alexis Nogueras.

9 MR. NOGUERAS: Yes, I'm here. Alexis
10 Nogueras.

11 COMMISSIONER FAY: You're recognized.

12 MR. NOGUERAS: Thank you. Alexis Nogueras,
13 14325 Southwest 164 Terrace. I am a small-business
14 owner. I am a local home inspector for our area,
15 and I'm on the road quite a bit and somewhat
16 dealing with the electricals, but what I see with a
17 lot of my clients and throughout our community is a
18 lot of upgrades to the infrastructure throughout
19 Dade County.

20 I see a lot of poles being upgraded from the
21 old wood to the -- to the iron ones, which are much
22 taller. Transmission lines are -- are much taller
23 now, so they exceed a lot of tree canopies and
24 things like that that, in the past, can be an
25 issue, especially with the storms.

1 I know, in my area where I live, in the South
2 Bay area, a lot of the poles have been increased.
3 We rarely have any electrical outages -- really,
4 only in the storm, major storm event -- but other
5 than that, on a daily -- on a daily perspective,
6 the power does not go out.

7 So, you know, I think I might see FPL also
8 upgrading investments with their solar-panel
9 systems like they did at Blue Lagoon Lake, right
10 here by the Miami airport. And even when I've
11 driven up in the North Panhandle area, I've seen
12 also huge solar panels up there.

13 So, you know, infrastructure is very needed.
14 We're growing very quickly here in the South Bay
15 area and that support has to be installed. If not,
16 we're going to (unintelligible) quality systems as
17 we grow, and it's not going to be a good thing.

18 So, I'm -- I'm for infrastructure build --
19 out. It's needed, and I hope you raise it for our
20 communities. That's all I have to say. Thank you
21 so much for your -- your time.

22 COMMISSIONER FAY: Great. Thank you so much
23 for your comments.

24 Next will be -- next three will be Saskia
25 Laricchia, Mary Cohen, and Elizabeth Tress.

1 Ms. Laricchia, are you on the line? Saskia
2 Laricchia.

3 Mary Cohen? Mary Cohen?

4 Elizabeth Tress?

5 MS. TRESS: Yes.

6 COMMISSIONER FAY: Ms. Tress, you're
7 recognized.

8 MS. TRESS: Yes, hi. Yes, I'm a little leery
9 of having that amount of money that they want
10 within the four years. It's kind of very steep.
11 I'm a widow. I'm alone, by myself. I hardly use
12 much of anything and -- as electric -- low
13 maintenance.

14 So, I -- I just can't see them going crazy
15 with the -- and there's so many new businesses and
16 homes going up that they're getting all this extra
17 as it is, so -- that's my point of view. And
18 that's all.

19 COMMISSIONER FAY: Great. Thank you for your
20 comments, Ms. Tress.

21 The next will be -- next three --

22 MS. TRESS: All right. Thanks.

23 COMMISSIONER FAY: -- will be Cynthia del
24 Marmol, Vinod Sagrani, and Darin Wolfe.

25 Cynthia del Marmol, are you on the line?

1 Cynthia del Marmol?

2 Vinod SAGRANI?

3 MR. SAGRANI: Hello, I'm here.

4 COMMISSIONER FAY: Mr. SAGRANI?

5 MR. SAGRANI: Can you hear me?

6 COMMISSIONER FAY: Yes, we can hear you.

7 You're recognized.

8 MR. SAGRANI: Great. Thank you. Good
9 evening, everybody. Thank you for allowing me to
10 speak tonight. Thank you to the Commission to
11 listening to all of us today.

12 My name is Vinod SAGRANI. I live at 228 North
13 Halifax Avenue, Daytona Beach, Florida 32118. I've
14 grown up in Daytona all my life, so FPL has been my
15 sole and primary provider for power and light.

16 I live on beach side in Daytona Beach. So,
17 we're not immune to the storms, the wind, the rain,
18 and passing hurricanes. We have experienced at
19 times some power outages, but I have to say FPL has
20 been diligent and quick to restore power and
21 getting it up and running. We have a mix of
22 underground utilities and aboveground utilities;
23 so, imperative that they do get it restored.

24 I'm excited about the upcoming solar program.

25 I have signed up to be part of the test program;

1 hope to be chosen for that, to have solar on the
2 roof to give us reliable energy, on top of the
3 fossil-fuel energy we use. And I'm a happy
4 customer for Florida Power & Light.

5 That is it.

6 COMMISSIONER FAY: Great. Thank you for your
7 comments.

8 Next, Darin Wolfe. Darin Wolfe.

9 Next three will be Alan Packard, Mandy Hines,
10 and Richard Carr.

11 Mr. Packard, are you on the line?

12 MR. PACKARD: I'm here. Good evening.

13 COMMISSIONER FAY: You're recognized.

14 MR. PACKARD: Thank you very much. Thanks for
15 the opportunity to speak.

16 I'm retired and live in Bradenton, Florida, at
17 14709 Como Circle. I'm happy with the service, but
18 I would say what I'm not happy with is such a large
19 increase during a time period in which people are
20 struggling. 30 percent of the Florida population
21 is over age 60. And, you know, we've been hit hard
22 with COVID and what it's done to our savings.

23 The way -- the rate that we can earn on
24 something has diminished significantly in the last
25 16 months and it's going to stay that way for the

1 next year.

2 And so, I believe that the Commission should
3 seriously think about compromising on how much of
4 an increase is going to be made and look at
5 possibly cutting so there's not such a large impact
6 to a large population segment in Florida.

7 Thank you very much for the opportunity to
8 speak tonight.

9 COMMISSIONER FAY: Great. Thank you for your
10 comments, Mr. Packard.

11 Next is Mandy Hines. Mandy Hines.

12 MS. ANDREE: I'm not Mandy Hines. I missed my
13 time because I was given the wrong number. Could I
14 possibly speak? I was supposed to be at 6:00.

15 COMMISSIONER FAY: Okay. What is your name?

16 MS. ANDREE: My name is Dale Andree.

17 COMMISSIONER FAY: Let me find you real quick.

18 Pronounce your name one more time for me.

19 MS. ANDREE: Dale Andree.

20 COMMISSIONER FAY: Oh, gotcha. Okay. We --
21 we have not gotten to you yet. So, you're fine.

22 MS. ANDREE: Oh. Good. Okay. I thought I
23 was late. Sorry. I'll wait.

24 COMMISSIONER FAY: No -- no problem. We'll be
25 getting to you as we get down the list.

1 Mandy Hines.

2 Richard Carr.

3 MR. CARR: Hello.

4 COMMISSIONER FAY: Mr. Carr --

5 MR. CARR: This is Richard --

6 COMMISSIONER FAY: -- you're recognized.

7 MR. CARR: Thank you very much. Thank you for
8 the opportunity to -- to share some valuable
9 information. My name is Richard Carr. I live in
10 Martin County, Florida. And my particular
11 neighborhood was hit hard by the hurricanes in 2004
12 and 2005.

13 In the short period of time -- I'll say
14 within, like, eight months -- or I'm sorry -- eight
15 weeks, we were without power for six of those
16 eights weeks and -- and that was because of the
17 infrastructure problems that we had here. FPL did
18 a good job, as best it could, to bring the power
19 back on since then with the hardening of the
20 systems and occasional outages in this area.

21 FPL had a recognized need to harden the
22 infrastructure in our area. So, our particular
23 neighborhood is now in the process of having
24 everything moved underground.

25 I must say that FPL and their contractors have

1 done a terrific job in this area with implementing
2 this -- the new infrastructure and going
3 underground.

4 From what I can tell, I've -- I've asked them
5 to come and visit me personally to talk about some
6 unique situations between me and my neighbor, and
7 they've accommodated me very well. So, I really
8 appreciate all of the work they've done from that
9 arena.

10 But I would like to say -- share this, that
11 every company has the obligation to invest in their
12 future, to invest in the point that they need to
13 build their overhead, their equipment for capital,
14 and their infrastructure. So, I can't say that I
15 support an increase right now because this planning
16 should have taken place years ago.

17 So, I don't want to see the burden passed off
18 on to customers at this time, but I think that, as
19 improvements take place with the new solar farms
20 going in and the hardening of the system -- I
21 think, at that point in time, a future rate
22 increase would be appropriate.

23 Thank you very much.

24 COMMISSIONER FAY: Great. Thank you for your
25 comments.

1 Next we'll have Sushil Pokharel, Zachary
2 Griffin, and Peter Cruise.

3 Sushil Pokharel, are you on the line?
4 Zachary Griffin?

5 MR. GRIFFIN: Yes, I'm here.

6 COMMISSIONER FAY: Mr. Griffin, you're
7 recognized.

8 MR. GRIFFIN: Hi. So, I've been -- oh. So,
9 my name is Zachary Griffin. I live in -- in
10 Tamarac, 5859 Hampton Hills Boulevard, up in West
11 Broward. I've been an FPL customer for, God, 20 --
12 20- -- almost 30 years and -- and I -- I have to
13 say that it's hard to complain.

14 I understand the concerns about not having any
15 other options, but FPL is -- has increased the
16 quality of service throughout the years. I've seen
17 that on the customer side throughout decades of
18 hurricanes, thunderstorms, you know, small
19 tornadoes here in Florida, you name it.

20 There's a reason why FPL contractors are
21 called to -- to help out in -- in other extreme
22 storm circumstances across the country; it's
23 because they've got the best.

24 On the other side of that is my job as a -- as
25 a planned development manager has me working hand

1 in hand with FPL in new infrastructure and -- and I
2 can say that equally on the customer side, working
3 with them as a client in development services,
4 things have -- have become more and more efficient
5 throughout the years on that process as well.

6 I know a lot of people think that FPL seems to
7 be raking in money, but I can -- I can attest
8 that -- you know, that on both sides, my personal
9 customer experiences as well as my development
10 side, there's no extra money going around FPL.

11 And as far as the rate hike is concerned --
12 obviously, no one wants to see their bills go up,
13 but I will say that FPL, throughout the years, is
14 one of the few companies, if any, that -- that
15 rates have actually decreased and -- and I think
16 it's important that people remember that. I
17 remember at least two decreases in my -- in my fees
18 on my customer bill throughout the decades.

19 So, I trust FPL with a -- with a rate hike.
20 This one does seem a little steep, but -- if it is,
21 in fact, 20 percent -- but I trust them with their
22 financial decision-making and to invest in their
23 own services as well as -- as well as looking out
24 for -- for its customers.

25 You know, one of the things I've seen on the

1 customer side, as of late, is getting reimbursed
2 for interest fees towards my bill on -- on my
3 personal -- you know, your front-end -- front-end
4 deposit, so -- you know, how many companies do
5 that?

6 So, I would just like to say that I trust FPL
7 with this -- with this rate service hike. And I'm
8 sure they're looking at -- looking out for -- for
9 the best of Flor- -- of Floridians in their
10 infrastructure.

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

13 Next is Peter Cruise.

14 MR. CRUISE: Yes, good evening. Can you hear
15 me?

16 COMMISSIONER FAY: Yes, you're recognized,
17 Mr. Cruise.

18 MR. CRUISE: Okay. Thank you. My name is
19 Peter Cruise. My address is 560 South Sapodilla
20 Avenue, West Palm Beach, Florida 33401, and I'm a
21 long-time and happy FPL customer.

22 I reside in Palm Beach County where I
23 currently serve as the county's public ethics
24 commissioner. I've grown up and lived and worked
25 in South Florida for much of my life and, during

1 that time, I've seen the good work that FPL does
2 for all of its customers.

3 And I really don't just mean the great
4 electric service they provide to us. I've seen
5 many examples of FPL's great corporate citizenship
6 in my area. And, in recent years, I've had the
7 pleasure to work closely with some of FPL's staff
8 on community non-profit boards, beach clean-up
9 efforts and many other projects that really give
10 back to our community. FPL's ongoing support for
11 these efforts really played a major part in the
12 ultimate success for many organizations in my
13 community.

14 I can contrast this -- FPL's excellence and
15 good corporate citizenship -- with that of another
16 state's not-so-great utility. I lived for a time
17 in Northern California where rolling blackouts,
18 poor customer service, and high electric bills were
19 the norm. I never really knew how bad a utility
20 could be until then.

21 You know, I've been back in Florida for over
22 five years, now, and I'm very pleased with not
23 having to worry about interrupted service or paying
24 exorbitant electric bills each month.

25 And here in South Florida we may have a storm

1 nearby next week, but with FPL as my electric
2 provider, I'm very confident that we are secure as
3 we possibly can be. And I fully support FPL's
4 application for a rate increase.

5 And thank you very much.

6 COMMISSIONER FAY: Great. Thank you for your
7 comments.

8 Next three will be Guzman Simpson-Harding, Les
9 Uittenbogaard and Jonathan Rauscher.

10 Guzman Simpson-Harding, are you on the line?

11 Guzman Simpson-Harding.

12 Les Uittenbogaard.

13 MR. UITTENBOGAARD: Yes, I'm here. This is
14 Les.

15 COMMISSIONER FAY: You're recognized.

16 MR. UITTENBOGAARD: Hi. My name is Les
17 Uittenbogaard. I live at 405 Westwind Drive in
18 North Palm Beach, Florida, and I have been an FPL
19 customer for the last 20 years.

20 I guess the reason we're having this hearing
21 is to decide whether or not to give FP&L a rate
22 increase. To me, it's just a li- -- not just that
23 black-and-white whether or not to give them an
24 increase or not give them an increase. If you say
25 you're for it, you say you're feeding the corporate

1 machine at the expense of the customer; and if you
2 say you're against it, you're just sticking up for
3 the little guy, and it's a big company trying to
4 make a profit.

5 I see it as a little different than that. If
6 I had to vote on just strictly a pocketbook basis
7 whether or not to give them an increase, I probably
8 wouldn't, but the fact is, it goes a little deeper
9 than that.

10 The real question is, if we don't give them an
11 increase, we certainly are not going to see the
12 same quality of service that we're used to. Any
13 small business or large business knows that the
14 price of running things in this day and age keeps
15 increasing.

16 The more people move to Florida, the more we
17 need power. In my opinion, if we're -- you know,
18 if we're not increasing, we're actually backing up.
19 So, as -- actually, as a small homeowner -- I don't
20 own a business, so I see things on a little smaller
21 scale than most people, but as far as paying our
22 bills, I know my FP&L gets paid with a lot less
23 pain than any of the other ones.

24 And as a homeowner, as far as service goes,
25 I -- I've had great service through the time. Just

1 within the last year, I did lose service one
2 evening in the middle of the night and, make a long
3 story short, I had a crew here within two hours and
4 my power was back up and running. So, I'm very
5 satisfied with their service.

6 In summary, I do think we should grant FP&L a
7 reasonable rate increase. The amount of money they
8 put in their infrastructure and maintenance,
9 upgrades to existing structure, their concern for
10 the future of alternative power -- to me, that's
11 going to be money well spent.

12 Personally, I put a lot of weight on renewable
13 energy. I know FP&L has a long way to go, but it
14 looks, to me, like it's -- some of the things
15 they're doing are not effectively investing in the
16 future. And, in order to invest in the future,
17 it's going to cost us a little more money. I'm --
18 I'm not afraid to pay that.

19 So, in summary, I want to say yes to a
20 reasonable increase -- increase. As far as I'm
21 concerned, it's going to a good use.

22 Thank you.

23 COMMISSIONER FAY: Great. Thank you for your
24 comments.

25 Jonathan Rauscher.

1 MR. RAUSCHER: Yes, hello. Yes, can everyone
2 hear me?

3 COMMISSIONER FAY: Yes, we can hear you.
4 You're recognized.

5 MR. RAUSCHER: Thank you. My name is Jonathan
6 Rauscher. I have lived here in the very great area
7 of South Florida for about the last 12 years or so.
8 Been an FP&L customer a long time.

9 Now, as the others have noted, I do believe
10 there pro- -- as -- as things constantly increase
11 with -- in terms of inflation, all boats rise with
12 that tide. Obviously, hikes will come and hikes
13 need to happen.

14 However, I would like to say that I -- of
15 course, not being with -- an FP&L, I wouldn't know
16 if 20 percent is reasonable, but simple common
17 sense would -- would lead me to think that 20 --
18 20 percent may be a bit unreasonable.

19 Now, of course, I think -- and if there is --
20 what -- what -- if there -- what I'm about to say
21 does already exist, I would really appreciate if
22 someone could point me towards the resource, but I
23 think, with a hike of this nature, it would
24 probably be appreciated by all customers if a semi-
25 annual or quarterly report goes out that would show

1 what -- what sort of improvements and upgrades have
2 been made to the infrastructure so, that way, we
3 have a little bit of visibility into how money is
4 being spent. And -- in a -- in a way that will
5 prepare us for any future catastrophes that may
6 occur.

7 So, again, I don't know if 20 percent is
8 reasonable, but I do think that, regardless of what
9 the rate hike will be, some reporting out to the
10 customers would certainly be appreciated and also
11 would help us to better understand what sort of
12 hikes may be reasonable in the future.

13 Thank you.

14 COMMISSIONER FAY: Thank you.

15 Next three will be Daniel Avila, Ivonne
16 Fernandez, and Robert Sharek.

17 Daniel Avila.

18 MR. AVILA: Yeah, how are you? All righty.
19 So, my name is Daniel Avila. I actually work with
20 Coastal Construction. I'm a Florida resident as
21 well. Been working with Coastal for seven years
22 now, and I can tell you that my experience with
23 FPL -- you know, it's actually improved quite a lot
24 throughout the time. I've been able to develop
25 some good relations with, you know, FPL staff and

1 whatnot.

2 So, I've learned a little bit of the process.
3 And going back to previous -- the previous --
4 previous note that the gentleman earlier made, I'd
5 say that, you know, looking at it from a contractor
6 to a developer standpoint, it -- it would be in
7 FPL's interest -- again, something that's not
8 already preestablished -- to indicate, you know,
9 hey, this is the appropriation of our funding and
10 these are the sequences or logistics of how we sub-
11 tier work and whatnot, so there's a better client
12 relation in that aspect.

13 There's a lot of work and a lot of work that
14 gets subcontracted, but that gets lost in the
15 nature of things. And I think that cross-
16 references or relates back to potential increase
17 requests.

18 So, I'm not sure if 20 percent is -- is the
19 right number, but I can tell you from my experience
20 right now in our industry that costs are definitely
21 substantially increasing. Everything has gone up
22 twofold, threefold. So, I mean, looking at all
23 future infrastructures for our city, I'd say
24 anywhere from 15 to 20 percent would sound about
25 right, but creating some kind of a logistic plan or

1 something other than what we've developed in, you
2 know, our personal on-site contractors, with FPL --
3 I think that'd be a huge benefit, seeing where
4 these appropriations go and what those time lines
5 or protocols are that you guys have in place.

6 But I could tell you, from a construction
7 service, it -- I've been very happy with FPL.

8 COMMISSIONER FAY: Great. Thank you for your
9 comments.

10 MR. AVILA: Cool. That's all I have.

11 COMMISSIONER FAY: Next is Ivonne Fernandez.
12 Ivonne Fernandez.

13 Robert Sharek.

14 MR. SHAREK: Yes, sir.

15 COMMISSIONER FAY: You're recognized,
16 Mr. Sharek.

17 MR. SHAREK: Thank you. Good afternoon. My
18 name is Robert Christopher Sharek. I'm a proud
19 native Floridian. I've got a Bachelor's Degree in
20 environmental engineering and a Master's Degree in
21 water resources, both from UCF in Orlando. I've
22 been a practicing engineer now for more than 23
23 years. I'm a 30-plus-year FPL customer and here to
24 represent the Florida environment.

25 In Florida, the environment and the economy

1 are linked. We do -- we don't -- if we don't have
2 one, we don't have the other. It's as simple as
3 that. Floridians need to protect the environment
4 as much as keep taxes and costs affordable for --
5 for those to continue to live the life in our
6 paradise that we have.

7 Over the past decade, in particular, FPL has
8 invested in solar-energy production, converted
9 multiple power plants from oil to much-cleaner
10 natural gas, and most recently, built the largest
11 battery-storage facility in the world -- yes, the
12 world -- right here in Manatee County, Florida.

13 They continue to utilize technology and
14 leverage innovation to keep our rates lower than
15 the average across the nation. One good example of
16 their innovation and changing with the technologies
17 is the evolution program supporting electric
18 vehicles. This program provides charging
19 infrastructure across the state.

20 Using an app, drivers can locate the closest
21 charging stations. Businesses located near these
22 charging stations will most definitely see an
23 increase in customers as they will spend their time
24 and money while waiting for their cars to charge.

25 I can personally attest to this -- as I've

1 been driving electric now for ten years -- just one
2 of the benefits of driving electric is the improved
3 air quality for every Floridian; however, the
4 federally-regulated stationary FPL power plants
5 produce electricity three to four times less
6 emissions of the greenhouse-gas emissions of the
7 million of mobile gas vehicles, which are not even
8 subject to state inspection any longer.

9 I'd like to show my support for this increase
10 so that their investment in clean and cleaner
11 energy can continue. I support this because I have
12 dedicated my career to be a part of an
13 environmental engineering solution and I intend to
14 protect the environment in Florida as much as I can
15 for future generations.

16 Thank you.

17 COMMISSIONER FAY: Great. Thank you for your
18 comments.

19 Next three will be Doug Capuder, Judi Casper,
20 and Dale Andree.

21 Doug Capuder, are you on the line?

22 MR. CAPUDER: Yes, hello. I'm here.

23 COMMISSIONER FAY: You're recognized.

24 MR. CAPUDER: My name is Doug Capuder. I'm an
25 assistant project manager with Brightline Trains

1 Florida. I'm here to speak in support of FP&L.
2 Brightline Trains -- we run a privately-funded
3 high-speed rail service between Miami and West Palm
4 Beach, and we're currently expanding from West Palm
5 Beach to Orlando.

6 As part of our expansion, we've worked with
7 FPL on numerous occasions to relocate their
8 existing facilities, improve our facilities, and
9 generally work together to develop a better
10 transportation and power service for Florida
11 residents.

12 The major construction team with FP&L has
13 worked hand in hand with us throughout the entire
14 expansion process, and we are grateful for their
15 partnership.

16 I'm in support of their continued expansion.
17 And I second everyone's previous recommendations
18 that, you know, this is for the benefit of
19 Florida's infrastructure.

20 Thank you.

21 COMMISSIONER FAY: Great. Thank you.

22 Judi Casper? Judi Casper.

23 Dale Andree.

24 MS. ANDREE: Yes, I'm here. I'm Dale Andree.

25 I live at 6820 Southwest 65th Avenue in South

1 Miami, and my husband and I have been FP&L
2 customers for over 30 years.

3 I oppose the proposed rate hike of 20 percent.
4 Here, in Miami and other coastal cities in Florida,
5 we're paying well above the national average for
6 the cost of electricity. And I don't see where
7 FP&L is offering increased services to their
8 customers with these increased fees, especially for
9 those with lower incomes. A rate hike of this
10 proportion, even gradually over a few years, will
11 be devastating to those families and others on
12 fixed incomes.

13 In a press release from FPL, the company
14 stated the revenue increases are necessary to
15 support continued investments that benefit
16 customers as the company builds a more-resilient
17 and sustainable energy future for Florida in the
18 face of climate change and strong, frequent, severe
19 weather.

20 What are those investments? Well, they're
21 largely in fossil-fuel infrastructure. The
22 sustainable energy future they're talking about is
23 natural gas. And even though natural gas is a
24 little better than other fossil fuels, in the face
25 of climate change and strong, frequent, severe

1 weather -- which they stated in the press release,
2 and we see it every day in Miami and around the
3 country -- it's -- a little better isn't good
4 enough and isn't a sustainable approach to benefit
5 FPL customers.

6 70 percent of their energy output is through
7 natural gas and 4 percent is through solar -- only
8 4 percent. If FPL is serious about working toward
9 a sustainable future in the midst of climate
10 change, why are they not doing more to rapidly
11 transition the state to solar? More needs to be
12 done to incentivize those who can afford it to
13 install solar panels.

14 FPL should also work with individual
15 households to improve energy efficiency and allow
16 households of all incomes to make it possible to
17 get renewable solar energy. This is the Sunshine
18 State and if we're not leading the country in solar
19 power, then those in power are not doing their
20 jobs.

21 There is a great deal that FPL can do to
22 benefit their customers as we face the future
23 problems created by climate change, but raising the
24 rates is not one of them unless it's com- -- a
25 commitment is to transitioning to solar on a much-

1 quicker time line than they're doing at this point.

2 So, at this point, I oppose the rate hike.

3 Thank you.

4 COMMISSIONER FAY: Great. Thank you for your
5 comments.

6 Next three will be Doug Mayer, Catherine Toms,
7 and Tonya Smith.

8 Mr. Mayer, are you on the line?

9 MR. MAYER: Yes, I am. Can you hear me?

10 COMMISSIONER FAY: Yes, we can hear you.
11 You're recognized.

12 MR. MAYER: Thank you. I've been an FPL
13 customer since I've lived in Florida, which is 38
14 years. And when I first saw the size of this rate
15 increase, I was really set -- it set me back.

16 I do affordable-housing development, basically
17 working in low-income communities. And a rate
18 increase of -- of 20 percent is just outrageous.
19 People are struggling still from the result of the
20 pandemic. We've got a lot of people that, you
21 know, have been laid off from jobs.

22 You know, I -- I think also the idea that
23 these rate -- rate hikes -- they unfairly impact
24 lower-income families and the elderly, in
25 particular. And, you know, I think that this kind

1 of rate increase is just way out of line for -- you
2 know, given what we've been through the last year
3 and a half.

4 The other thing that I wanted to comment on is
5 FPL has -- you know, they tout themselves as being
6 solar-friendly, but this state is one of the least-
7 friendly for homeowners who want to install solar
8 panels on their own homes. FPL had supported
9 regulations that would make it difficult for
10 individual homeowners to reduce their solar-energy
11 costs.

12 So, I don't think FPL deserves a rate
13 increase, especially given they're making it more
14 difficult for individuals to have their own solar
15 panels on their roofs, and also the fact that it
16 just unfairly impacts lower-income people, who are
17 struggling just to make ends meet. This is not the
18 time for a 20-percent rate increase.

19 Thank you. Appreciate the opportunity to
20 comment.

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

23 Next is Catherine Toms.

24 MS. TOMS: Thank you. I'm here.

25 COMMISSIONER FAY: You're recognized,

1 Ms. Toms --

2 MS. TOMS: My name is Catherine Toms -- thank
3 you. My name is Catherine Toms. I am an FP&L
4 customer residing at 303 Northwest 18th Street in
5 Delray Beach. I'm a physician and a senior advisor
6 for climate and health for the organization Health
7 Care Without Harm.

8 Health Care Without Harm has worked on the
9 health -- with health systems on environmental
10 solutions for over two decades. We have seven
11 health-system members in Florida representing
12 20 percent of the hospitals in the state as well as
13 partners in 52 countries on four continents.

14 One singular goal, protecting public health,
15 drives everything I do. I work to protect the
16 health of children, low-income children, my
17 children, and your children, now and for decades to
18 come with the decisions we make today.

19 By reducing air pollution and greenhouse-gas
20 emissions that that are driving the climate crisis,
21 we can avert serious health impacts. Please don't
22 approve a rate increase and reward FP&L for
23 continuing to build and run gas-powered solar
24 pan- -- gas power plants when clean solar and
25 energy-efficiency programs are the healthier,

1 cheaper, and better choice.

2 Every year, one in five premature deaths
3 worldwide are the result of air pollution,
4 admitted -- emitted by burning of fossil fuels like
5 natural gas. The health costs of air pollution and
6 the climate crisis in the U.S. already exceed
7 \$800 billion per year and are expected to become
8 even costlier without an immediate and aggressive
9 response to reduce our fossil-fuel consumption.
10 The direct health harms of carbon-sourced air
11 pollution include lung disease, heart disease,
12 stroke, diabetes, infant mortality, and cancer.

13 NASA tells us that the planet is warming at an
14 accelerated pace due to fossil-fuel pollution in
15 our atmosphere, and 2020 surpassed 2016 for the
16 hottest year on record. Extreme heat already kills
17 more people than any other weather-related
18 disaster.

19 Low-income residents are more likely to die
20 during heat waves. When temperatures soar, many
21 must choose to cut their air-conditioning usage to
22 be able to make ends meet. High temperatures
23 increase rates of asthma attacks, so many of these
24 patients end up in emergency departments, if they
25 can't stay cool.

1 Higher electricity rates likely mean poor
2 health outcomes for Florida's energy-burdened
3 residents and a widening of health disparities if
4 FPL's rate increase is approved.

5 The electric sector is responsible for one-
6 quarter of greenhouse gas emissions. Building and
7 operating solar has been cheaper than that of
8 natural gas for two years, and solar costs declined
9 by 89 percent in the past 10 years.

10 FP&L's parent company, NextEra Energy, and
11 affiliates claim to be, quote, the world's largest
12 generator of renewable energy from wind and sun and
13 a world leader in battery storage. So, NextEra has
14 the capacity to ramp up FP&L's renewable portfolio.
15 FP&L could truly accelerate the transition to
16 clean, affordable 21st-century energy solutions.

17 Energy efficiency --

18 COMMISSIONER FAY: Ms. Toms, I'm going to need
19 you to wrap up your comments for us, please.

20 MS. TOMS: Okay. Let me con- -- conclude.
21 I'm sorry. I ask you to honor the Public Service
22 Commission's mission statement, which is to
23 facilitate the efficient provision of safe and
24 reliable utility services at fair prices.

25 I request that any rate increase be tied to a

1 commitment and a concrete plan to achieve
2 100 percent clean energy by 2035, such as the plan
3 mapped out specific- -- specifically for FP&L by
4 the Southern Alliance for Clean Energy.

5 I also kindly request that any rate
6 increase --

7 COMMISSIONER FAY: Ms. Toms. Ms. Toms.

8 MS. TOMS: -- include a hold to power dis- --
9 disconnections --

10 COMMISSIONER FAY: I've let you go --

11 MS. TOMS: Okay.

12 COMMISSIONER FAY: -- well over your time. I
13 need you to conclude.

14 MS. TOMS: Okay. Okay. I'll just stop with
15 this sentence --

16 COMMISSIONER FAY: Great.

17 MS. TOMS: -- disconnections for any FP&L
18 customer when they're --

19 COMMISSIONER FAY: Okay. Next we'll have
20 Tonya Smith, but I'm going to need to swear you in.
21 Ms. Smith, are you on the line?

22 MS. SMITH: I'm here. Can you hear me?

23 COMMISSIONER FAY: Yes, we can hear you.

24 (Whereupon, Tonya Smith was sworn in by
25 Commissioner Fay.)

1 MS. SMITH: Yes.

2 COMMISSIONER FAY: Great. You're recognized.

3 MS. SMITH: Okay. Thank you. I just have a
4 couple of points to make. I'm -- I'm not in favor
5 of this FPL increase. FPL is saying they want to
6 raise our rates over the next several years to as
7 high as 20 percent to be able to provide additional
8 outstanding services, but I don't see any plans
9 to -- to decrease our FPL bill once those plans are
10 in place. They're just going to continue to
11 main- -- we're just supposed to continue to
12 maintain this high bill. And most people cannot
13 afford it. I can, personally, not afford it.

14 I know there's companies out there -- I don't
15 get, like, a tax writeoff for my FPL bill even
16 though I'm paying more for it because I'm working
17 from home now because of the whole pandemic thing.
18 And -- and we're -- families are struggling right
19 now.

20 This is a very high markup. I -- I don't
21 see -- I don't -- we don't know where the money is
22 going. We just know that they want more money from
23 us. They want to charge us -- charge us more to be
24 able to provide -- they're saying they're going to
25 build up their system so it's going to cost them

1 less to -- to produce it -- produce the energy, but
2 they're going to charge us more and it's going to
3 cost them less to produce it. I don't understand
4 how that's -- how that's fair to the consumer.

5 They say they're pro- -- they're going to
6 provide assistance to low-income families, but
7 according to the chart on their website, just a
8 family of one -- you have to be below the -- the
9 income -- the poverty income level.

10 For instance, you have to make only \$1,595 a
11 month to be able to qualify their assistance. That
12 means you only make \$19,140 a year, a maximum, to
13 be able to be qualified for the low-com- -- low-
14 income system on the -- on FPL. That -- that is --
15 is intolerable, the -- that they want to raise my
16 bill to that -- to 20 percent.

17 I haven't -- I don't get a raise of 20 percent
18 providing service to anyone like that. I mean, we
19 don't get a cost-of-living increase like that. And
20 to tell me you're -- you're lower than the national
21 average -- my counterparts in, for instance, New
22 York and California -- they make twice as much as I
23 do because they're in a different income level than
24 we are. So, that -- that's irrelevant.

25 I just wish they'd stop saying that, we're --

1 we're -- we're lower than the national average. It
2 means nothing because every state is different and
3 it's according to their income -- their income
4 level and their resources that they're -- that
5 have -- they have available to them. New York
6 counterparts make more than we do because their
7 cost of living is higher than ours -- than ours.
8 California is the same way. So, I just -- I just
9 wish they would stop saying that.

10 I'm against this increase. And that's all I
11 have to say.

12 COMMISSIONER FAY: Okay. Thank you for your
13 comments, Ms. Smith.

14 MS. SMITH: Thank you.

15 COMMISSIONER FAY: Next one will be Maria
16 Claudia Fontes, James Green, and Wade Kingcade.

17 I'll have to swear each of you in. Maria
18 Claudia Fontes, are you on the line?

19 MS. FONTES: Yes, I'm here.

20 (Whereupon, Maria Claudia Fontes was sworn by
21 Commissioner Fay.)

22 MS. FONTES: I do.

23 COMMISSIONER FAY: You're recognized.

24 MS. FONTES: Thank you. Hello, my name is
25 Maria Claudia Schubert Fontes. My address is 10063

1 Costa Del Sol Boulevard, Doral, Florida 33178. I
2 just want to note that there was a typo in the
3 number sent out to me, so that might have also
4 affected other folks.

5 My family and I have been FPL customers since
6 2002. And, throughout that time, I have generally
7 been disappointed at FPL's minimal integration of
8 renewable energy.

9 I'm speaking here today to ask that you not
10 approve the FPL rate increase. Our community
11 continues to recover from the lasting impacts of
12 the COVID-19 pandemic. And I believe that a
13 20-percent increase has a potential of gutting
14 struggling strong -- small businesses, endangering
15 the health and lives of residents, as well as
16 economically burdening low-income families
17 throughout Miami.

18 Our community needs sustained access to energy
19 in our homes and it needs that energy to be sourced
20 from renewables. I don't want my dollars financing
21 a company that prefers to spend resources running
22 greenwashing advertisements over developing
23 actionable mitigation efforts. Our community
24 deserves a company that prioritizes innovation and
25 that looks to the future.

1 Over 70 percent of the energy produced by FPL,
2 yearly, comes from natural gas. The drilling and
3 extraction of natural gas emits methane, which is
4 way more potent than CO2. Through this practice,
5 FPL is directly contributing to global warming at
6 the cost of its very customers.

7 As we know, Miami is ground-zero for climate
8 change, and we're feeling these impacts every year
9 as the amount of extreme heat days increase. By
10 2050, scientists expect that Miami will have six
11 times as many extreme-heat days, which are days
12 above 105 degrees, per year.

13 Our loved ones depend on air conditioning now
14 more than ever, to survive these increasing heat
15 waves. In Florida, the average low-income family
16 spends around 8 to 10 percent of their income on
17 home-energy costs. A 20-percent increase would
18 further strain our own neighbors.

19 Additionally, many of our community members'
20 in-home medical care depends on energy use. This
21 rate increase would directly impact their treatment
22 and their care.

23 I'm asking that you keep the safety of our
24 community at the forefront of your minds as you
25 make this decision. Please don't leave our

1 neighbors in the dark.

2 Thank you for your time.

3 COMMISSIONER FAY: Great. Thank you for your
4 comments.

5 James Green.

6 MR. GREEN: Yes, I'm here.

7 (Whereupon, James Green was sworn by
8 Commissioner Fay.)

9 MR. GREEN: I do.

10 COMMISSIONER FAY: You're recognized.

11 MR. GREEN: Okay. My name is James Green. My
12 address is 9195 Nugent Trail, West Palm Beach,
13 Florida. And I am an FP&L customer. I am the
14 director for the Palm Beach County Community
15 Services Department, but for more than a decade
16 now, I've worked with system partners to address
17 racial equity, to enhance opportunities for low-
18 income families to be financially independent, and
19 to improve our overall health and human-services
20 system of care.

21 I'm here today to briefly discuss how FP&L has
22 assisted with each of these endeavors and to
23 personally thank them for positively impacting the
24 lives of so many of our residents. At a time when
25 corporations are on the sideline, FP&L has been

1 front and center engaging in activities that
2 demonstrate caring concern for social-justice
3 issues. When the county mayor appointed me to
4 oversee the My Brother's Keeper initiative, FP&L
5 actively supported our efforts to close the
6 opportunity gap for boys and young men of color.

7 When the county saw a dramatic increase in the
8 number of seniors and veterans experiencing
9 homelessness, FP&L team members actively engaged in
10 efforts to move them off the streets into local
11 hotels and shelters and permanent-housing settings.

12 FP&L has a program called Care to Share where
13 customers and employees can contribute financially
14 to assist struggling families with their electric
15 bill. This is an awesome way to engage staff, and
16 it should co- -- be commended or -- and the
17 customers.

18 FPL -- their Care to Share program -- it fills
19 a critical gap in our human-services system of
20 care. And the FP&L assist team has always shown a
21 tremendous amount of flexibility and willingness to
22 help with each encounter.

23 During emergencies, I have the pleasure of
24 serving as the human-services branch director at
25 the emergency operations center. In this role, I

1 oversee the operation for the special-need and
2 general-population shelter, health and medical
3 unit, food and water, unmet needs, and also some
4 recovery efforts. I've worked with FP&L team
5 members on a number of projects in this capacity
6 and they've always gone above and beyond answering
7 the call of duty.

8 Look at how they responded to the pandemic.
9 Not only did they lead the way in placing a
10 moratorium on shutoffs, but they also provided
11 tremendous support to our non-profit community as
12 they assisted families who lost their loved ones
13 and were adversely affected by this deadly virus.

14 You know -- you know, sometimes it's easy for
15 us to take these things for granted. And I happen
16 to be in a role that allows me to see firsthand the
17 impact that FP&L's contributions have on the lives
18 of many of the vulnerable residents we serve.

19 And it's for that reason that I'm here today
20 to publicly thank them for -- and their phenomenal
21 team for making such a huge difference in the lives
22 our -- our fellow residents.

23 Thank you.

24 COMMISSIONER FAY: Great. Thank you for your
25 comments, Mr. Green. Appreciate it.

1 Next is Wade Kingcade. Wade Kingcade.

2 The next three will be Thyra Joseph, Sandra
3 Gardini, and Jose Agosto. All three will need to
4 be sworn in.

5 Thyra Joseph, are you on the line?

6 MS. JOSEPH: Yes, I am.

7 (Whereupon, Thyra Joseph was sworn by
8 Commissioner Fay.)

9 MS. JOSEPH: Yes.

10 COMMISSIONER FAY: You are recognized.

11 MS. JOSEPH: Hi, good evening, everyone, and
12 thank you for the opportunity to speak. I am
13 speaking against the rate increase. A 20-percent
14 rate increase may not seem like a lot, but it is
15 when your income is not great or grand. One young
16 lady mentioned the level to qualify for FPL's
17 programs is so low, that many people can't even
18 qualify for any kind of assistance.

19 I'm against the increase also because the
20 economy is just beginning to reopen and there are
21 many people behind on their bills and they're
22 catching up, and they're trying to, you know,
23 regain some kind of stability.

24 A small increase on this bill, which, if you
25 don't pay it on time, it could lead to -- it

1 definitely leads to late fees and could possibly
2 lead to disconnection. It can be a big setback.
3 This is not a bill that you can negotiate and pay
4 over time.

5 So, you know, an increase like this can be
6 adversely af- -- can adversely affect a family that
7 is trying to recover after we were just beginning
8 to reopen after this pandemic.

9 I think FPL should allow the residents some
10 time to regain some stability, to catch up, you
11 know, to reestablish themselves, rather than place
12 their residents in a unnecessarily-burdensome
13 situation.

14 As one gentleman also stated, these things
15 usually affect people in the lower-income homes
16 and -- and the seniors more significantly than
17 anyone else.

18 So, while I see the improvement FPL has made
19 in certain areas -- I'm not against the
20 improvements that I've seen, as far as putting
21 stuff underground and as far as, you know, their
22 recovery efforts after different storms -- I --
23 I -- it would be unfair for me to -- to not
24 acknowledge that I have seen improvements, but it's
25 still unfair to impose a rate increase during a

1 time like this.

2 So, I am against it. And I thank you for
3 allowing me the time to speak.

4 COMMISSIONER FAY: Great. Thank you for your
5 comments tonight.

6 Sandra Gardini. Sandra Gardini?

7 Jose Agosto? Jose Agosto.

8 Next three will be Mareike Van Wie, Michael
9 Messier, and Rhonda Roff. They will all need to be
10 sworn in.

11 Mareike Van Wie.

12 Michael Messier. Michael Messier.

13 Rhonda Roff.

14 MS. ROFF: Hi, can you hear me?

15 COMMISSIONER FAY: Yes -- Ms. Roff?

16 MS. ROFF: Yes.

17 COMMISSIONER FAY: I need to swear you in real
18 quick.

19 (Whereupon, Rhonda Roff was sworn by
20 Commissioner Fay.)

21 MS. ROFF: Yes.

22 COMMISSIONER FAY: You're recognized.

23 MS. ROFF: My name is Rhonda Roff. I live at
24 15553 Salerno Circle in Weston, Florida, zip code
25 33327. And I am absolutely shocked about the

1 number of positive comments. People don't come out
2 of their own to comment on a -- a rate increase.
3 So, I am tallying that up to what I see as more of
4 FP&L's reprehensible campaigns of misinformation.

5 I recognize the PSC also is appointed, and
6 they're bound by the -- the rules. And those rules
7 tend to be written by the investor-owned utilities.
8 So, I'm -- I'm sorry for -- I have to oppose this
9 rate case in the strongest possible way.

10 I serve on the board of the Sierra Club Calusa
11 group, which represents about 2,000 people in
12 Southwest Florida counties, many of whom are FPL
13 customers. And I also live in Broward County,
14 where I am an FPL customer. I've been an FPL
15 customer for about 25 years since I moved to
16 Florida, and I'm a shareholder.

17 So, what I -- what I see is FP&L spending a
18 lot of money on misinformation, buying public
19 opinion by funding environmental groups to speak on
20 their behalf and be silent otherwise on anything
21 negative in coalition with other environmental
22 groups.

23 I see the waste of money that the taxpayers
24 are now spending to clean up the water pollution
25 they have caused at the Turkey Point Nuclear Power

1 Plant where, instead of petitioning to allow the
2 plant to operate for 80 years, which is unheard of,
3 they should be decommissioning that plant, which is
4 firmly in the path of climate-change effect such as
5 sea-level rise.

6 I -- I was discouraged to find out that they
7 spent, in coalition with other IOUs, almost
8 \$27 million a couple of years ago, when we were
9 advocating a constitutional amendment, the Solar
10 Choice Amendment -- and they launched a huge PR
11 campaign and spent some portion of that \$27 million
12 to oppose us.

13 We opposed their proposal to build a coal
14 plant in Moore Haven, which is in Glades County,
15 Florida, back in 2006. They funded a -- a power
16 coalition. They bought the history museum. They
17 funded the City of Lakeport to the tune of a
18 hundred thousand dollars with a new fire truck to
19 buy public opinion on their behalf for that.
20 Luckily, the Public Service Commission at that time
21 denied their need-determination. So, we won on
22 that one, which was very unusual.

23 At shareholder meetings, I have witnessed them
24 denying petitions to request the accounts for
25 climate-change impact while also listening to the

1 enormous executive benefits and salaries that
2 they've been willing to -- to spend.

3 They need to take more responsibility for
4 their climate impacts and for public-health
5 impacts. They do need to do meaningful cost --
6 conservation and efficiency activities under FEECA
7 and pay close attention to the recently-concluded
8 rulemaking workshop on -- on goals for that.

9 COMMISSIONER FAY: Ms. Roff, I'm going --

10 MS. ROFF: And they need --

11 COMMISSIONER FAY: I'm going to need you to
12 wrap it up, please.

13 MS. ROFF: I oppose this in -- in a way that
14 everybody else has as well. During this pandemic,
15 nobody can afford a rate increase. Please don't
16 allow them to do it.

17 Thank you.

18 COMMISSIONER FAY: Thank you for your
19 comments.

20 Next we'll have Trevor Goodrum.

21 MR. KINGCADE: Hello, yes.

22 COMMISSIONER FAY: Mr. Goodrum, do you swear
23 and affirm the testimony --

24 MR. KINGCADE: No, this is -- this is --
25 this -- this is Mr. Kingcade. My name was called,

1 but I just couldn't get through. I don't know what
2 happened.

3 COMMISSIONER FAY: I'm sorry. Who is this?

4 MR. KINGCADE: Wade Kingcade.

5 COMMISSIONER FAY: Wade Kingcade -- okay. I
6 see where you are. Mr. Kingcade, we'll -- we'll
7 come right back to you.

8 MR. KINGCADE: Okay, then. Thank you very
9 much.

10 COMMISSIONER FAY: Sure.

11 Mr. Goodrum, are you on the line? Trevor
12 Goodrum.

13 Michael Laurence? Michael Laurence?

14 Mr. Cade -- Kingcade, I'm going to swear you
15 in real quick. Are you there?

16 MR. KINGCADE: Yes, I am.

17 (Whereupon, Wade Kingcade was sworn by
18 Commissioner Fay.)

19 MR. KINGCADE: Yes, I do.

20 COMMISSIONER FAY: You're recognized for three
21 minutes, sir.

22 MR. KINGCADE: Okay. Thank you very much. We
23 seem to be having trouble with the phone line with
24 trying to get through. My name is Wade Kingcade.
25 I'm a customer of Florida Power & Light and a

1 resident of Miami-Dade County.

2 I'm here to oppose the 20-percent Florida
3 Power & Light is asking for in increase in the
4 customer electric bill. I heard testimony tonight
5 and other days from business owners saying what a
6 wonderful job Florida Power & Light is doing to
7 help their business, which is okay.

8 But the majority of their customers are like
9 me: fixed income, senior citizen, and people of
10 native (unintelligible), black, and brown
11 communities that are having a difficult time
12 recovering from the pandemic, that are trying to
13 get back on their feet.

14 Also, Florida Power & Light had asked the same
15 Commission for a rate increase in March on their
16 fuel charges. In April, it was approved that take
17 in effect into May. And now, Florida Power & Light
18 is asking the same Commission for a 20- percent
19 increase in their customer electric bill.

20 I'm asking the Commission not to award the
21 increase to Florida Power & Light. The state of
22 Florida is still trying to recover from the
23 pandemic. If approved, Florida Power & Light would
24 be profiting billions of dollars in just over four
25 years from their customer. Wow, that is amazing.

1 That would be like my boss giving me a raise and,
2 three months later, I'm asking for another in the
3 same year.

4 Thank you very much.

5 COMMISSIONER FAY: Thank you, Mr. Kingcade.

6 I want to make sure there -- there aren't any
7 other callers that signed up --

8 FEMALE SPEAKER: Oh --

9 COMMISSIONER FAY: -- tonight that are on the
10 line that -- that have had a chance to speak.

11 FEMALE SPEAKER: I --

12 FEMALE SPEAKER: Hello?

13 FEMALE SPEAKER: Excuse me. I --

14 (Background noise.)

15 COMMISSIONER FAY: One -- one at a time. Go
16 ahead.

17 MS. HUE: Yes, good evening --

18 COMMISSIONER FAY: Go ahead.

19 MS. HUE: My name is (unintelligible), and
20 I -- I was also scheduled to speak earlier and was
21 provided with the incorrect phone number.

22 COMMISSIONER FAY: Okay. This is Ava Hue?

23 MS. HUE: Yes, this is.

24 COMMISSIONER FAY: Ms. Hue, you're recognized.

25 MS. HUE: Thank you so much. I am -- while

1 I'm happy with my service and all the
2 infrastructure improvement, I am, first and
3 foremost, the mom of young children. And, for that
4 reason, I'm in support of rate increase.

5 If we fail to plan, then we're planning to
6 fail. And what's happening here is that FP&L is in
7 a position where it's trying to make plans at this
8 point. And, yes, maybe -- maybe we are addressing,
9 you know, some things that weren't satisfactory to
10 different -- to different customers and maybe, yes,
11 we are coming out of a pandemic, but at the same
12 time, my main focus is my children and the children
13 of our state.

14 And if -- if our environment isn't maintained
15 and if we don't do the things that we need to do to
16 have cleaner energy and to increase the solar
17 programs, we're gonna have a problem in the future,
18 if we're not gonna -- not gonna be able to sustain
19 tourism in our -- in our state.

20 So, for that reason, I'm in support of the
21 rate increase and in support of our children here
22 in the state of Florida.

23 COMMISSIONER FAY: Great. Thank you for your
24 comments, Ms. Hue.

25 Next is Cristina Arguel- -- Arguello. Are you

1 on the line? Cristina Arguello -- oh, okay. I
2 already have her.

3 FEMALE SPEAKER: Excuse me. Hello?

4 COMMISSIONER FAY: Deborah Krumm. Deborah
5 Krumm?

6 FEMALE SPEAKER: Excuse me. Will there be any
7 opportunity for a non-registered people to speak on
8 this call?

9 COMMISSIONER FAY: No, there -- there are not.
10 These are only for registered speakers.

11 FEMALE SPEAKER: Oh, okay.

12 COMMISSIONER FAY: Thank you.

13 Deborah Krumm.

14 Reed Boling. Reed Boling.

15 Alexis Noguerras.

16 (Background speaker.)

17 COMMISSIONER FAY: And are there any other --
18 other callers that are signed up for tonight?

19 MS. COHEN: Yes, I am. I'm -- my name is Mary
20 Cohen.

21 COMMISSIONER FAY: Okay. Ms. Cohen, hold on
22 one second. Let me --

23 MS. COHEN: I was --

24 COMMISSIONER FAY: -- and then we'll get you.
25 I've got you. Ms. Cohen, you are recognized.

1 MS. COHEN: All right. Thank you. My name is
2 Mary Cohen. I live at 1009 12th Street West in
3 Bradenton, Florida, and I am opposed of the
4 increase. Most of our citizens here in Florida are
5 retired people, senior citizens, as myself. I am
6 on a fixed income with Social Security. I am
7 barely making it with rent and groceries and other
8 things that, you know, I need on a day-to-day
9 basis.

10 To have an increase in my FPL bill of this --
11 of this amount would just -- I wouldn't be able to
12 do it. I'm barely making ends meet now, and I
13 wasn't part of the pandemic, as far as losing a job
14 or anything, but I am retired.

15 I have a lot of health issues. I've had to be
16 in and out of the hospital in the past couple of
17 years. And I'm just getting to pay some of those
18 medical things off and I'm just being able to -- to
19 make my FPL bill as it is.

20 With a 20-percent increase, I just don't know
21 if I could live on -- in -- in Florida anymore. I
22 just don't know if I'd be able to make it. I've
23 got to think about myself and my health. And I
24 need to put the money that I get -- the very little
25 money I get -- into keeping healthy.

1 And I agree with some of the people who've
2 said, you know, FPL has done some wonderful things
3 and then working hard to -- to make it living
4 comfortably here, but an increase -- which means
5 I'm paying -- and other senior citizens are
6 paying -- more money in their bill every month --
7 it's going to be hard to keep up our day-to-day
8 living expenses with an increase of this amount.

9 And I don't think that, you know, as -- it's a
10 plus for FPL, but it's really not a plus for
11 anybody else, any other residents here, especially
12 senior citizens.

13 Thank you.

14 COMMISSIONER FAY: Thank you for your
15 comments, Ms. Cohen.

16 Any other speakers that were assigned for
17 tonight that are on the line?

18 THE INTERPRETER: (Addressing the customers in
19 Spanish.)

20 COMMISSIONER FAY: Okay. With -- with that, I
21 do appreciate all the customers' feedback tonight.

22 As always, a reminder, we've had several
23 customer hearings throughout the two weeks, but the
24 Commission also allows for any comments that want
25 to be submitted to be done in writing by mail or by

1 through e-mail to the Commission. So, please free
2 to do that and submit them to this docket. We will
3 be reviewing all of those correspondence and all of
4 that information submitted in writing for this --
5 this docket.

6 With that, if the Commissioners don't have any
7 other comments or questions, we sit adjourned.

8 Thank you.

9 (Whereupon, the proceedings concluded at 7:41
10 p.m.)

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CERTIFICATE OF REPORTER

STATE OF FLORIDA)
COUNTY OF LEON)

I, ANDREA KOMARIDIS WRAY, 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 27th day of July, 2021.



ANDREA KOMARIDIS WRAY
NOTARY PUBLIC
COMMISSION #HH 089181
EXPIRES February 9, 2025