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BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

In re:

DOCKET NO. 20250011-EI

Petition for rate increase by
Florida Power & Light Company.

PROCEEDINGS: SERVICE HEARING

COMMISSIONERS
PARTICIPATING:

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

DATE: Friday, May 30, 2025

TIME: Commenced: 1:00 p.m.
Concluded: 2:30 p.m.

PLACE: Daytona Beach Shores
Community Center
3000 Bellemead Drive
Daytona Beach Shores, Florida

REPORTED BY: DEBRA R. KRICK
Court Reporter and
Notary Public in and for
the State of Florida at Large

PREMIER REPORTING
TALLAHASSEE, FLORIDA
(850) 894-0828

1 APPEARANCES:

2 JOHN BURNETT, and MONICA BARNES, ESQUIRES, 700
3 Universe Boulevard, Juno Beach, FL 33408-0420; appearing
4 on behalf of Florida Power & Light Company (FPL).

5 WALT TRIERWEILER, PUBLIC COUNSEL, OFFICE OF
6 PUBLIC COUNSEL, c/o The Florida Legislature, 111 West
7 Madison Street, Room 812, Tallahassee, FL 32399-1400,
8 appearing on behalf of the Citizens of the State of
9 Florida (OPC).

10 BRADLEY MARSHALL and JORDAN LUEBKEMANN,
11 ESQUIRES, Earthjustice, 111 S. Martin Luther King Jr.
12 Boulevard, Tallahassee, FL 32301; DANIELLE McMANAMON,
13 ESQUIRE, Earthjustice, 4500 Biscayne Boulevard, Suite
14 201, Miami, FL 33137; appearing on behalf of Florida
15 Rising, Inc. (Florida Rising), League of United Latin
16 American Citizens of Florida (LULAC), and Environmental
17 Confederation of Southwest Florida, Inc. (ECOSWF).

18 TIMOTHY SPARKS, ESQUIRE, FPSC General
19 Counsel's Office, 2540 Shumard Oak Boulevard,
20 Tallahassee, FL 32399-0850, appearing on behalf of the
21 Florida Public Service Commission (Staff).

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

2 CHAIRMAN LA ROSA: Well, good afternoon,
3 everyone. It is a pleasure to be here.

4 I am Mike La Rosa, the Chair of the Florida
5 Public Service Commission. Thank you all for
6 coming out today. Obviously, we are here today for
7 Florida Power & Light's request for a rate
8 adjustment.

9 Today's service hearing is an important part
10 of the process dedicated to hearing from you all
11 here, the customer and your customer experience
12 with Florida Power & Light.

13 Along with me are a few of the Commissioners
14 here at the Florida Power & Light. I will give
15 them an opportunity to introduce themselves.

16 Commissioner Clark.

17 COMMISSIONER CLARK: Thank you, Mr. Chairman.

18 My name is Gary Clark. It's a privilege to be
19 here with you today. I want to thank you first of
20 all for taking time out of your schedule to be
21 here. I know sometimes, especially on a Friday
22 afternoon, this probably isn't the most convenient
23 time or location to have a meeting, but we do
24 sincerely appreciate you taking time out to be
25 here. We look forward to hearing your thoughts on

1 the proposed rate increase. We also are very
2 interested in hearing about the quality of service
3 that you receive from Florida Power & Light.

4 And, again, just let me say on behalf of the
5 Commission, thank you for coming today.

6 COMMISSIONER POLMANN SMITH: Good afternoon,
7 everyone. I am Gabriella Passidomo Smith. I just
8 want to echo Commissioner Clark by thanking you all
9 for being here, and want to also just put a bug in
10 your ear that I know that some of, you know, your
11 friends or neighbors might not have been able to be
12 here because it is a weekday in the middle of the
13 day, and so we want to make sure that everybody has
14 the opportunity to get their voices expressed, you
15 know, their service of FPL to us, so you can do
16 that.

17 There is a comment card you will see that's
18 out there. You can submit written comments to the
19 Commission Clerk, and we will read those just as if
20 your here. So please let your friends and
21 neighbors know that their opportunity to be heard
22 by us is not lost just because they are not here.

23 Thank you again for being here.

24 COMMISSIONER GRAHAM: Good afternoon,
25 everybody. My name is Art Graham. I am the last

1 Commissioner here on the PSC, and I will -- I say
2 thank you for -- I say thank you all for coming
3 today, and we are eager to hear your thoughts about
4 Florida Power & Light and the service that you
5 receive.

6 Thank you.

7 CHAIRMAN LA ROSA: Excellent. Thank you,
8 Commissioners.

9 If you haven't noticed already, to my right
10 and my left are two large screens that are
11 transcribing everything from English to Spanish if
12 the translation is needed. So obviously, key on
13 those if it's necessary.

14 Let's go ahead and knock out some important
15 information by starting with the notice. Staff.

16 MR. SPARKS: By notice issued May 14th, 2025,
17 this time and place has been set for a customer
18 service hearing in Docket No. 20250011-EI. The
19 purpose of the service hearing is set forth more
20 fully in the notice.

21 CHAIRMAN LA ROSA: Perfect.

22 Let's take appearance from the counsels.
23 Starting with Florida Power & Light.

24 MS. BARNES: Good afternoon. Monica Barnes
25 appearing on behalf of Florida Power & Light. And

1 I would also like to enter an appearance for John
2 Burnett, our General Counsel.

3 CHAIRMAN LA ROSA: Office of Public Counsel.

4 MR. TRIERWEILER: Good afternoon. Walt
5 Trierweiler for the Office of Public Counsel.

6 CHAIRMAN LA ROSA: LULAC.

7 MS. McMANAMON: Danielle McManamon on behalf
8 of Florida Rising, League of United Latin American
9 Citizens and Environmental Confederation of
10 Southwest Florida. And I would also like to enter
11 an appearance for Jordan Luebke and Bradley
12 Marshall.

13 CHAIRMAN LA ROSA: Great. Thank you, counsel.

14 Again, thank you all for participating today
15 and sharing your experience and the quality of
16 service with FPL.

17 In August, there will be a more technical
18 hearing that will be conducted here at the
19 Commission. This will be an opportunity to see --
20 to hear from witnesses to see and review evidence
21 in the case. I encourage you all to watch through
22 our website to see how ultimately we make decisions
23 throughout the process.

24 In addition to sharing your comments here
25 today, you can also provide written comments or

1 additional material by paper mail or by email. If
2 you, for some reason, did not get a chance to
3 finish your comments today when you are here at the
4 podium, feel free to -- you can submit the
5 remaining amount of your comments, or all your
6 comments in that same way.

7 There is a rate case overview. This is a
8 green paper that should have been available when
9 you checked in. If not, they are there in the
10 lobby. That will give you more information on how
11 to submit the email or via paper mail.

12 If you have any billing issues, employees from
13 FPL are here. They are able to assist you with any
14 questions that you might have. Our Commission
15 staff is also here if you have any questions about
16 the rate case process from the agency's
17 perspective, they can also assist you.

18 Let's go ahead and start with opening
19 statements from the parties. The parties know the
20 process, three-minute opening statement, and I am
21 not sure we have -- there is a light there. We
22 have a light system set up then we will follow
23 through with.

24 Let's go ahead and start with FPL. Ms.
25 Barnes, you are recognized.

1 MS. BARNES: Thank you, Chairman. Dawn
2 Nichols, Vice-President of Customer Service, will
3 deliver remarks on behalf of FPL.

4 CHAIRMAN LA ROSA: Certainly, thank you.

5 MS. NICHOLS: Thank you, Mr. Chairman and
6 Commissioners.

7 My name is Dawn Nichols. I am the
8 Vice-President of Customer Service for Florida
9 Power & Light Company.

10 Let me begin by thanking our customers who
11 have taken the time to be here today and provide
12 your feedback. We are honored to serve you. We
13 are here because we have asked the Public Service
14 Commission for new base rates beginning in 2026.

15 I am proud to be part of the 9,000 FPL
16 employees who work hard every day to serve you, and
17 to provide you with the nation's best combination
18 of high reliability, resiliency and low bills, but
19 we can always be better, which is why your feedback
20 is so important to us.

21 FPL's mission is to deliver reliable
22 electricity every day while keeping bills as low as
23 possible. Today, FPL's service is 59 percent more
24 reliable than the national average, and our typical
25 residential bill is lower than it was two decades

1 ago when adjusted for inflation. This is the
2 result of smart investments and a culture of finish
3 with us improvement.

4 Our team works relentlessly to improve our
5 service to you. By operating the most efficient
6 utility in America, we save the typical customer
7 roughly \$24 a month. We also save our customers
8 more than 16 billion in fuel costs by modernizing
9 our power plant fleet, which includes natural gas,
10 nuclear and solar generation.

11 Our investments in smart grid technology
12 helped avoid 2.7 million outages last year,
13 including more than 800,000 during Hurricanes
14 Debby, Helene and Milton. That's what our rate
15 case is about, continuing these smart investments
16 to deliver reliable service while enhancing
17 resiliency and keeping bills as low as possible.

18 It's been four years since our last rate
19 request, and Florida is growing fast. Meeting
20 Florida's growing demand for power, making our grid
21 more resilient to severe weather and delivering the
22 outstanding service our customers expect and
23 deserve will require significant new investment.
24 Even with the proposed increase, typical FPL bills
25 are expected to stay well below the national

1 average.

2 While we work hard to keep bills low, we
3 recognize some customers face challenges, and I
4 know many in this community are still dealing with
5 the aftermath of multiple storms which hit this
6 area especially hard. My team and I are always
7 here to help. Customer advocates are on-site today
8 to help you with any concern, including the many
9 programs that we have for energy efficiency and
10 bill assistance.

11 At FPL, customers always come first. We have
12 let our customers know about these service hearings
13 so they can share their experiences with the
14 company. We want to hear what we do well, but more
15 importantly, we want to hear where we can improve.
16 So thank you for participating, and thank you for
17 the opportunity to serve you.

18 CHAIRMAN LA ROSA: Thank you.

19 Office of Public Counsel.

20 MR. TRIERWEILER: Good afternoon. My name is
21 Walt Trierweiler, and I am the Public Counsel for
22 the State of Florida. The Florida Legislature
23 created the Office of Public Counsel 51 years ago
24 to give consumers a voice in these proceedings. My
25 office serves the citizens of the state of Florida

1 as an effective consumer advocate in utility cases
2 that originate before the Public Service
3 Commission. Today I want you to know that the
4 Office of Public Counsel actively opposes the
5 increases FPL has proposed in 2026 and 2027.

6 Our theme is affordability, and we are going
7 to pursue that theme with the support of eight
8 nationally recognized experts in utilities, and
9 they are going to help us confront all aspects of
10 FPL's proposed rate increases, and the Tax
11 Adjustment Mechanism. We assert that these
12 increases and the tax mechanism will result in
13 unfair, unjust and unreasonable rates for you.

14 I am not going to take the time today to tell
15 you everything that we are doing up in Tallahassee
16 to support these reductions in the rate increase,
17 but I do want you to be confident in the amount of
18 discovery that we are conducting with FPL, the
19 hours that my team is devoting reviewing documents
20 that we secured from FPL that number in the
21 thousands, and the depositions that FPL witnesses
22 that we have taken, all to identify reductions that
23 should be made in FPL's request.

24 I also want you to be confident in the fact
25 that your voice is a vital part of these

1 proceedings. These rate increases have not yet
2 been decided, and these Commissioners, who are
3 traveling from Miami to Pensacola, are traveling to
4 hear you, to hear your comments.

5 This is your customer service hearing, so
6 please share as clearly and persuasively as you can
7 your thoughts, because your testimony will be
8 considered by the Commission and the parties today,
9 and in the future, when the Commission examines all
10 of the evidence in the rate case before them, and
11 approves only that portion of FPL's rate increase
12 that's reasonable, prudent and in the public
13 interest.

14 I invite you to share the details of your
15 experiences as a customer of FPL, and to share how
16 the personal impacts that you anticipate will be
17 from FPL's proposed rate increases, and the impacts
18 that they will have upon you, your family, your
19 friends, your employees and your businesses. Do be
20 mindful of time so that your neighbors here will
21 also have time to speak.

22 Thank you again for taking the time to be here
23 today. We look forward to hearing from you.

24 CHAIRMAN LA ROSA: Great. Thank you.

25 Florida Rising/LULAC.

1 MS. McMANAMON: Thank you, Mr. Chairman.

2 I appreciate the opportunity to be able to
3 speak to y'all today. My name is Danielle
4 McManamon, and I am here on behalf of Florida
5 Rising, League of United Latin American Citizens
6 and Environmental Confederation of Southwest
7 Florida, known as LULAC and ECOSWF.

8 Florida Rising, LULAC and ECOSWF are
9 associations made up of mostly residential
10 customers, and are in this proceeding because they
11 cannot afford FPL's \$9.8 billion requested rate
12 hike.

13 Too many Floridians are already unable to
14 afford their electricity bills, especially
15 following FPL's last rate increase in 2021. Access
16 to affordable electricity becomes more and more
17 crucial every year as climate change continues to
18 drive up Florida's already brutal summer
19 temperatures.

20 In 2023, the latest year with complete data,
21 the average FPL monthly residential bill was \$170,
22 which is almost \$40 higher than the national
23 average monthly bill, and about \$450 higher than
24 the national average for the year. This made FPL
25 the tenth highest bill in the country for large

1 investor-owned utilities.

2 Today, even as FPL asks for this rate
3 increase, preliminary data shows the average FPL
4 customers is already paying \$400 more per year for
5 electricity than in 2021.

6 We agree with the Office of Public Counsel,
7 that FPL has not shown any need for the requested
8 increase and believe that this case is not about a
9 real need for these projects, but about increasing
10 profits.

11 As Floridians, storm recovery is extremely
12 important to all of us, and some may believe that
13 this rate increase will aid FPL in getting the
14 lights back on sooner after a storm. But the
15 investment that FPL has made in recent years in
16 shortening storm outages is almost entirely from
17 money awarded in a separate storm planning
18 proceeding, so you don't need to support this rate
19 increase in order to continue to see those
20 improvements.

21 Finally, we know that some of you may be here
22 because FPL reached out and asked you to speak in
23 favor of the increase, or you may have certain
24 affiliations. That's totally fine. We just ask
25 that you state that in your testimony up front to

1 avoid me needing to establish those connections
2 later in cross-examination.

3 So with that, thank you, Mr. Chairman, and we
4 look forward to hearing your testimony.

5 CHAIRMAN LA ROSA: Excellent. Thank you.

6 Let's now move on to customer testimony. So
7 normally I recognize any elected officials that are
8 here today. I know we have got Commissioner
9 Johnson and Town Manager Disher here. Excellent.
10 So thank you guys, and I will recognize you guys
11 initially first.

12 What I would like to do with everyone else
13 that has signed up to speak is to just swear
14 everybody in that is planning to speak, or signed
15 up to speak. So if you don't mind standing and
16 raising your right hand.

17 (Whereupon, Chairman La Rosa administered the
18 oath.)

19 CHAIRMAN LA ROSA: Excellent. Great. Thank
20 you.

21 So today, obviously, this is going to be the
22 opportunity for you guys to talk to us about what
23 your customer experience is, and that's been
24 addressed a few times already today. I think the
25 room is relatively self-explanatory, of course, a

1 podium in front of us in which you can offer your
2 comments.

3 We will have a lighting system here to my
4 left, would be to your right, that will give you
5 three minutes to speak. Again, it's important for
6 us to make sure that we hear from all of your
7 neighbors. We want to make sure that everyone is
8 given adequate time to do so today, so the light
9 will go from green to yellow, and then start
10 blinking red as your time is starting to expire.

11 I think, without further ado, let's go ahead
12 and get started. If you don't mind, I will
13 recognize -- actually, let me I jumped ahead.

14 Mr. Trierweiler will be helping me with the
15 names. He will start calling out two or three
16 names at a time as we start approaching the next
17 few speakers. I am going to go ahead and identify
18 the first two speakers, and then, Walt, I am going
19 to pass it over to you after that.

20 So let's start with Commissioner Johnson, if
21 your available to provide comments, and then Town
22 Manager Disher, you will be behind him.

23 COMMISSIONER JOHNSON: Come up here?

24 CHAIRMAN LA ROSA: Yes, sir, please, approach
25 the podium.

1 Sir, you are recognized once you are ready.

2 PUBLIC COMMENT

3 COMMISSIONER JOHNSON: Why do I always get to
4 come first, right?

5 Okay. So I am currently Commissioner at a
6 city here in Central Florida. I have been -- when
7 I started out in politics, I was elected mayor two
8 terms, that's two terms in our city, and then after
9 I was termed out in two terms, I ran for City
10 Commission, which I am current now. And now I am
11 currently the Vice-Mayor and the City Commissioner,
12 and I am in my third term, and most likely my last
13 one. I think I am old enough to where I am about
14 ready to retire.

15 CHAIRMAN LA ROSA: Thank you for your service.

16 COMMISSIONER JOHNSON: And also, I had quite a
17 few years in the United States military as well.
18 But I am speaking on -- I think I was invited here
19 to speak on behalf of what FPL does for or against
20 our city, is that correct?

21 CHAIRMAN LA ROSA: Yes, any customer
22 experience.

23 COMMISSIONER JOHNSON: Yeah, so I was -- I --
24 when I was the mayor, we -- our city commission
25 decided we wanted to go from overhead to

1 underground. So the City Manager and myself, we
2 made a trip down to West Palm Beach and got with
3 the officials, and we agreed to go from overhead to
4 underground. It's the best company we have ever
5 worked with to do something like that.

6 We are in our third phase of it as of now.
7 They give us like a 25-cent discount. Of course,
8 we have enough mileage to do it, and we had no
9 problem with it whatsoever. We have been going
10 through this now for quite a few years, and have no
11 complaints whatsoever.

12 You know, we go through storms, many storms in
13 this area, as people well know -- did you say I
14 have a clock in front of us?

15 CHAIRMAN LA ROSA: There is a lighting system.

16 COMMISSIONER JOHNSON: Okay.

17 CHAIRMAN LA ROSA: It's programmed for three
18 minutes, but I won't cut you off mid-thought.

19 COMMISSIONER JOHNSON: Okay. So we have many
20 storms in this area and all, and I have to really
21 commend that company for how quick they get people
22 back on storms, back on in this area, and then
23 seemed like they move on to help other people as
24 well. So nobody complains about that, how long
25 they are out of service in our area. I mean, they

1 call me up and ask me about it and ask me if I can
2 check to do something.

3 We have a great lady that runs our, I think
4 external affairs, I call it, and deal with. You
5 know, just recently, we built a brand new fire
6 station, a large fire station in our area, and for
7 somehow or another, connecting to the fire station,
8 I am trying to learn a little bit more about
9 electricity than I know, but we had a delta type
10 service in front of our fire station, and the
11 engineers engineered it all for, like, a, they call
12 it, like, a Y service, I think it's totally
13 different. I called her up, and it was just
14 amazing. In just a few days it was changed over.
15 They had changed those transformers, changed the
16 poles, changed everything over, and it was so
17 critical because they had everything in place, all
18 the refrigerators in and food in them and
19 everything, so -- and that -- it just so many
20 things happened, it was so great.

21 And then lately, I have noticed around too
22 that they have a new type tree trimming company.
23 They tell me they are contractor with FPL. I don't
24 really know. But they are out trimming every area
25 around every power line, seemed like right in our

1 area. I haven't been in any other areas. And, you
2 know, the tree lines, if the trees are not above
3 the power lines, I don't really think the storm
4 will affect the power when the wind comes through.
5 So they are trimming those trees, trimming them
6 away from the lines, and doing such a great job of
7 it.

8 And I looked and checked with neighbors, and
9 they are cleaning the area up so great, and pull it
10 off the road up front, out back, or wherever. So,
11 I mean, it's just so many things, you know, we have
12 dealt with -- our city has dealt with FPL for quite
13 some time, and I just don't have any complaints at
14 all.

15 But I will tell you there is other cities --
16 there is other areas around here that have other
17 utility companies, and I have had them come to me
18 and tell me that they wish they was with FPL and
19 not this company, but I have never, ever heard
20 anybody say they wish they didn't have FPL and had
21 this other company.

22 So, I mean, as an elected official, and as
23 being a mayor and a city commissioner, what I have
24 done and all, I could never -- I could stand here
25 and speak quite a bit to FPL, but, you know, we

1 TOWN MANAGER DISHER: Yes, just how it's
2 spelled.

3 I am the Town Manager of the Town of Ponce
4 Inlet, and I am not here to speak specifically
5 about the rate increase but more about the service
6 that we feel FPL has provided us as a municipal
7 customer. So primarily here on the peninsula, we
8 have experienced a lot of storms lately. We found
9 FPL to be very, very responsive. Back with the
10 Hurricane Milton last year, they had power back on
11 in the entire town within a day. So it's been
12 great working with them in that regard.

13 In fact, they even offered to help us try to
14 prestage or plan out getting service ready ahead of
15 time in advance before the storm comes, so very
16 appreciative of that.

17 They have also been very responsive to our
18 elected officials. You know, the last gentleman
19 was talking about burying some of the powers lines.
20 We looked into that as well. They have got their
21 engineers out taking a look at it, which is great.
22 I don't know if they are going to proceed with it
23 or not. But in any case, they have been very
24 responsive answering our requests.

25 And then also, just in general, this has been

1 very good as a, you know, as a customer responding
2 to our requests, whether it is replacing light
3 bulbs, installing new lights, trimming, anything
4 like that, so we are very happy with the service
5 that we have gotten.

6 CHAIRMAN LA ROSA: Thank you for your
7 testimony.

8 TOWN MANAGER DISHER: You are very welcome.

9 CHAIRMAN LA ROSA: You want to go ahead and
10 start us off, Walt?

11 MR. TRIERWEILER: Yes, Chairman.

12 All right. We would like to hear from Fred
13 Bates first. And I would like to ask Peggy Turner
14 and Ira Turner if they would come up toward the
15 front and be on deck after Fred completes, and then
16 that's how I envision that it will move through
17 this afternoon.

18 PUBLIC COMMENT

19 MR. BATES: Thank you. Thank you.

20 Yes, my name is Fred Bates. I am a Florida
21 Power & Light customer. I live in Seminole County,
22 a little bit south of here, or west of here. I
23 have been here about 24 years, and my understanding
24 is that Florida Power & Light is requesting a rate
25 increase that we want the Commission to carefully

1 review it. The impact on our residents -- I am a
2 senior. I am retired. Our impact, our costs
3 increasing in cost of -- has been terrific in our
4 central Florida where I live, and any rate increase
5 should be looked at carefully.

6 I understand in the proposal that Florida
7 Power & Light has written, they are requesting 11.9
8 percent return on equity, but the national average
9 is 9.5 percent. So my question is, okay, we
10 understand, you know, the need to have a return on
11 your profit. Why should they be 20, 25 percent
12 higher, let's say, than the national rate, 9.5
13 percent? So we would suggest that the Commission
14 take a careful look at that.

15 Now, you asked, you know, what our experience
16 is. I am similar to the other speakers, we have
17 had good experience with Florida Power & Light. I
18 have lived here 24 years. I came from the
19 northeast. We have had eight storms, as you all
20 know, in the last few years, and we have had power
21 interruptions, and I appreciate the work that the
22 technicians and the field crews do to get the
23 recovery for power. It's an unpleasant thing to go
24 through here in Florida. So I would commend what
25 Florida Power & Light does for the storm recovery,

1 and I appreciate the opportunity to speak to you
2 about this.

3 Thank you.

4 CHAIRMAN LA ROSA: Thank you for your
5 testimony.

6 MR. TRIERWEILER: Ms. Turner.

7 PUBLIC COMMENT

8 MS. TURNER: Good afternoon. My name is Peggy
9 Williamson Turner, and I am a Florida Power & Light
10 customer and an AARP member. I live in the City of
11 Palm Coast, Flagler County, and I am here today to
12 express my concerns regarding the proposed rate
13 increase by FPL.

14 The increase would create undue burden on my
15 household and allow FPL massive profits. I would
16 ask that you put customers like me over profits.
17 This increase, if approved, would affect future
18 utility rate cases, not only in Florida, but across
19 the country. Everyone is watching, as this is the
20 largest request in U.S. history.

21 With that being said, I am not totally against
22 the rate increase, but I truly would like it to be
23 equitable and fair for customers like myself.

24 Thank you.

25 CHAIRMAN LA ROSA: Thank you.

1 MR. TRIERWEILER: Thank you.

2 Before we hear from Mr. Turner, I would like
3 to let Tony Cassata, Timothy Carnago and Roy
4 John -- no, we already heard from Roy -- and Alyssa
5 White to know that they are next. If they could
6 make their way forward as appropriate.

7 Mr. Turner.

8 PUBLIC COMMENT

9 MR. TURNER: Okay. Thank you for allowing me
10 to speak at this time.

11 My name is Ira Turner and I am a FPL customer
12 as well as AARP member. I, too, live in Palm
13 Coast, Flagler County, and, again, want to talk to
14 you about the affects of this rate increase on me
15 as a senior.

16 I am here today to express my concerns
17 regarding this proposed rate increase by Florida
18 Power & Light. Many seniors like myself currently
19 juggle the rising cost of medicine, food and
20 housing. The Florida Power & Light request is
21 based on corporate greed, especially with the
22 return on equity of 11.9 percent. I urge y'all,
23 Commissioner, to thoroughly scrutinize the request
24 and consider the impact on seniors, again, like
25 myself and other customers, to ensure the rate

1 increase will be fair and equitable. Again, not
2 discounting the fact that we know rate increases
3 will happen, but as far as being equitable and
4 fair, we hope that you will be more carefully
5 scrutinizing rate increase that is being proposed.
6 And thank you so much for your time.

7 CHAIRMAN LA ROSA: Thank you.

8 MR. TRIERWEILER: Thank you. Tony Cassata.

9 PUBLIC COMMENT

10 MR. CASSATA: Mr. Chairman and Commission, my
11 name is Tony Cassata. I am here representing a
12 family business that we started 55 years ago here
13 in Volusia County, the City of Holly Hill, Bob's
14 Space Racers.

15 Does everybody in the room know what
16 Whac-A-Mole is? Anybody that doesn't know what
17 Whac-A-Mole is? At least I got some smiles.
18 That's what we do. We employ 80 people.

19 We have been a customer of Florida Power &
20 Light for 55, might be 56. This was the
21 last-minute deal. I didn't write a speech. I
22 don't know about their increase that they are
23 looking for. All I can do is tell you about their
24 service for 55 years.

25 I think, and I didn't check this, but I think

1 we have 16 meters on our property. Whenever we
2 have a storm, we call the 252 number. We call the
3 252 number when we don't have the storms and they
4 take care of it. When we do have a storm, we call
5 the 252 number -- I believe the local number is
6 252, and then it goes to the 800 number.

7 We employ 80, a little over 80 people. I can
8 probably count on one hand in the last 40 years how
9 many days we have missed because of power. They
10 are on top of it. They get us done. Don't know
11 why they get us done, but they get us done in a
12 fashionable manner, professional. Never had a
13 problem with them.

14 And anybody have a question for me? Our
15 company has been longer than -- you said 51? I
16 gotcha beat.

17 MR. TRIERWEILER: Congratulations, and it's a
18 household name, everybody knows Whac-A-Mole.

19 MR. CASSATA: Worldwide, we sell equipment all
20 over the world, Vietnam, Dubai, Saudi Arabia, the
21 UK. And my brother Bob started it, his wife and
22 his family, his daughter and son, son-in-law are
23 running it now, and I am his brother, and I am sort
24 of retired. I do this political stuff.

25 Okay, folks, thank you very much.

1 CHAIRMAN LA ROSA: Thank you for your
2 testimony.

3 MR. TRIERWEILER: Timothy Carnago.

4 PUBLIC COMMENT

5 MR. CARNAGO: Good afternoon, Commissioners.
6 Mike, Gary, Gabriella and Art. My name is Timothy
7 Carnago. I have been a customer of Florida Power &
8 Light for about 35 years, give or take, and I have
9 used the residential and commercial services both
10 here in Volusia as well as Collier County. I am
11 mostly AN investor in NextEra Energy and NextEra
12 Energy Partners.

13 I would like y'all to understand that I
14 believe Florida Power & Light has served me as a
15 customer and an investor over all these years with
16 tremendous value. I believe that the rate increase
17 proposal is prudent, worthwhile and also critical
18 to our needs.

19 The services I have used from Florida Power &
20 Light over the years have included -- they have
21 actually given me access to one of their staff
22 members to advise my condominium complex on how to
23 devise an engineer and electrical vehicle charging
24 station, and this has gone on now for over five
25 years. So only through Hurricane Ian have we not

1 installed the charging system.

2 I use their energy conservation program. They
3 give solid advice on how to approach ATSC system,
4 which has two phases, which saves me a heck of a
5 lot of money. And when I turn the energy service
6 on and off my rental properties, it's done
7 prudently and efficiently.

8 So in closing, let me say that I would like
9 you all to consider the request and approve their
10 rate increase. Thank you all very much.

11 CHAIRMAN LA ROSA: Thank you.

12 MR. TRIERWEILER: All right. We are going to
13 hear from Alyssa White next, but I would like to
14 let Julia Colarossi, Yelizabeth Reyna and Troy
15 Jardine know that you are up next.

16 PUBLIC COMMENT

17 MS. WHITE: All right. Good afternoon,
18 Commissioners. Thank you for the opportunity to
19 speak today.

20 My name Alyssa, and I serve as the climate
21 justice organizer for Florida Student Power.

22 I am here to strongly oppose Florida Power &
23 Light's proposed nearly \$10 billion rate increase.
24 And I want to say that again, \$10 billion. Nobody,
25 except the young lady up here, actually recognized

1 that number. That is a lot. And let's be clear,
2 that is the largest electric rate hike increase
3 request in the United States history, and it's
4 coming at a time where us Floridians are least able
5 to absorb it.

6 People across the state are still recovering
7 from recent storms. They are facing their homes,
8 dealing with insurance setbacks and trying to
9 rebuild, not just physically, but also financially.
10 And now, FPL wants to raise rates? For what? To
11 increase in things that should already be standard.

12 I heard people come up here and praise FPL,
13 talk about their grid reliability, about the
14 customer service, and even about their mobile app.
15 But let's be honest, those are not premium
16 features. That's the bare minimum we should
17 expect. That's what we should expect from any
18 utility provider, especially one that we don't have
19 a choice in using.

20 I shouldn't have to pay more just to have the
21 reliable power. That should be a right in Florida.
22 I shouldn't be charged extra because they decided
23 to make an app for it to make it easier for us to
24 pay them. These are basic services in 2025, not
25 luxury upgrades.

1 Meanwhile, FPL is thriving. Their profits are
2 in the billions. Their parent company, NextEra, is
3 doing better than ever. Their executives are doing
4 just fine. So why are we, the Floridians, being
5 asked to carry the costs?

6 This commissioner -- this commission has a
7 duty to protect the public interest, to ensure
8 utility services are safe, reliable and affordable
9 for us, and to ensure monopolies do not take
10 advantage of their position. Approving this
11 historic rate hike would be a betrayal of that
12 responsibility.

13 Let me be clear, FPL does not need this large
14 of a rate hike to keep operating. The lights will
15 stay on, the company will continue making money,
16 but us, everyday Floridians, we are the ones who
17 will suffer. Seniors, low-income families, small
18 businesses and students will all be forced to cut
19 back, to fall behind just, to keep up for with
20 bills for a service that we have no alternative to.

21 Commissioners, this isn't just about rejecting
22 progress or investment. It's about rejecting
23 unfair, unjustified and way too much of an increase
24 from a powerful corporation to protect your fellow
25 Floridians. You have the authority and the

1 obligation to say no, where we don't. Please stand
2 with us and say no to this rate hike.

3 Thank you.

4 CHAIRMAN LA ROSA: Thank you for your
5 testimony.

6 MR. TRIERWEILER: Thank you.

7 Julia.

8 PUBLIC COMMENT

9 MS. COLAROSSO: Hi, I am Julia Colarossi. I
10 just wanted to keep this brief to let my neighbors
11 speak, but I just want to reiterate what Alyssa
12 just said, and I really want to emphasize that we
13 oppose this rate hike, so thank you for letting me
14 speak.

15 CHAIRMAN LA ROSA: Thank you.

16 MR. TRIERWEILER: Thank you.

17 Yelizabeth.

18 PUBLIC COMMENT

19 MS. REYNA: Hello. My name is Yelizabeth
20 Reyna. I am a part of a student organization
21 called Florida Student Power. I am here today as a
22 Florida resident expressing my concerns.

23 I understand FPL is looking for a fair rate of
24 return on their investment, but I think it's
25 important to highlight that this is FPL's

1 investment. This isn't the everyday people working
2 to make ends meet investment, especially when it's
3 at the cost of our bills that we are already paying
4 to get by.

5 I currently live in a household of four, my
6 mom being my sole independent provider of me and my
7 older sister. My mom already works full time to
8 pay our bills, and also ensures she gets enough
9 time to actually spend with her kids. I think that
10 is something we fail to consider if FPL were to go
11 through with this increase of investment.

12 Yes, me and my family are just one family, but
13 we are so many in Florida. Parents should be able
14 to have time to spend with their kids in the home
15 that they pay for, not to work to only pay bills,
16 because what does it even mean, if the only thing
17 that we work for is to just pay bills?

18 I need all of you to remember that this was
19 FPL's investment. We, as Floridians, didn't ask
20 for this investment, and we definitely didn't ask
21 for a rate increase in bills when we are already
22 hardly getting by.

23 Remember, bills aren't the only thing that
24 needs to get paid in a home. There is food. There
25 is clothes. There is wireless, gas to drive our

1 cars. Those are costs. This increase not only
2 affects families, but will affect elderly, disabled
3 people, single parents and many more who depend
4 solely on government to live.

5 This isn't the working class peoples
6 investment. We already can't afford the basic.
7 There is no need to make this harder on the working
8 class Floridan, so I ask you here today to turn
9 down FPL's proposal and side with the young people.
10 We are the next generation and we do not support
11 this.

12 Thank you.

13 CHAIRMAN LA ROSA: Thank you.

14 MR. TRIERWEILER: Thank you.

15 And we are going to hear next from Troy
16 Jardine, and I would like to let Brian Walker, Paul
17 Nunchuck and Greg Blose that they are next.

18 Thank you.

19 PUBLIC COMMENT

20 MR. JARDINE: Thank you, members of the
21 Commission. I am Troy, and I come to you today as
22 a concerned member of our great state of Florida.
23 Speaking of which, I remember not long ago that our
24 moniker was the Sunshine State, and we have a lot
25 of sunshine and from our glorious sun, but we are

1 not taking enough advantage of that.

2 Yes, we have heard that FPL claims to care
3 about diversifying the portfolio to renewable
4 energy, but I wouldn't exactly trust the same
5 company that has been trying to kill commercial
6 solar for the past few years, because -- because
7 they are a private company with investors, their
8 investors want a return on their investment and the
9 most profitable, 70 percent, is their continued
10 relying on fossil fuels, mostly natural gas.

11 To that point, we have an obligation to
12 diversify our portfolio when it comes to -- when it
13 comes to the energy sector. We cannot keep relying
14 upon the same old systems that have gotten us into
15 this mess to begin with.

16 Each year the heat keeps increasing. The
17 temperatures keep rising. The hurricanes keep
18 getting more frequent and stronger. And, yes,
19 FPL -- FPL does provide services to help after the
20 storms, but we wouldn't have so many of such
21 frequency and intensity if we were to ease back on
22 the throttle towards the fossil fuels and towards
23 renewables.

24 We haven't had any new nuclear plants at all.
25 Still relying on the same stuff from last

1 mid-century. And the investors might not care
2 about anything other than their bottom line, but we
3 have a moral obligation to the future because they
4 might need that in years time, but it's about --
5 it's not about them or any of us currently. It's
6 about the next generation.

7 I actually want my children and my
8 grandchildren to still have a liveable state with
9 the now beautiful diversity of wildlife and
10 ecosystems that we currently have. I just want to
11 protect what we have. So I urge you to consider
12 your positions carefully.

13 Thank you so much, Commission.

14 CHAIRMAN LA ROSA: Thank you for your
15 testimony.

16 MR. TRIERWEILER: Brian Walker.

17 PUBLIC COMMENT

18 MR. WALKER: Good afternoon. I am Brian
19 Walker. Deputy City Manager for the City of Holly
20 Hill. And on behalf of the City Manager Joe Forte,
21 and members of the Holly Hill City Commission, I am
22 here to express our strong support of Florida Power
23 & Light, and to highlight the effective and
24 collaborative relationship that has developed
25 between the City of Holly Hill and FPL

1 representatives.

2 The City of Holly Hill greatly values the
3 professionalism, the responsiveness and cooperation
4 that FPL consistently demonstrates in addressing
5 both routine and unforeseen issues. We found FPL
6 to be highly proactive in providing excellent
7 customer service, and working with us to quickly
8 resolve issues that arise, and this ensures the
9 ongoing well-being of our community.

10 For example, when routine maintenance or
11 unexpected damage has affected the electrical
12 system, FPL representatives always engage in timely
13 communication with our local officials. They
14 provide us with clear and accurate information
15 about the scope of the work and offer their advice
16 on how we can cooperate together and coordinate
17 city services to minimize disruption for residents
18 and businesses. This approach has proven effective
19 and seamless. And this coordination has helped us
20 to avoid unnecessary delays and confusion.

21 Additionally, we have encountered situations
22 where unexpected issues, such as power outages or
23 storm damage, required rapid response. On these
24 occasions, FPL, their team has consistently
25 demonstrated a commitment to restoring services as

1 quickly as possible while keeping us informed at
2 every stage of the process. Their quick response
3 times, thorough assessments and clear communication
4 are invaluable in mitigating the impacts of such
5 incidents on our residents. More over, FPL's team
6 has always been open to feedback, and we appreciate
7 the strong working relationship we have developed
8 over the years.

9 Their willingness to collaborate with the City
10 on a variety of projects, such as enhancing energy
11 efficiency initiatives, ensuring reliable service
12 during peak demand times, and most importantly, is
13 the team's effort to continue the forward momentum
14 in the City's overhead to underground
15 infrastructure resiliency project, which has proven
16 to be very effective in its intended purpose, as
17 well as improving the community redevelopment
18 corridor visual aspects.

19 The City of Holly Hill is proud to work
20 alongside such a dedicated and responsive partner
21 in FPL. We believe that their efforts to provide
22 reliable quality service have been integral to our
23 city's continued growth and prosperity. We
24 strongly support FPL and their ongoing efforts, and
25 believe that they are essential resource for our

1 community.

2 I thank you for this opportunity to speak, and
3 please don't hesitate to contact the City Manager
4 if you need any further information or
5 clarification.

6 Thank you.

7 CHAIRMAN LA ROSA: Thank you for your
8 testimony.

9 MR. TRIERWEILER: Thank you.

10 Paul. Paul Nunchuck?

11 PUBLIC COMMENT

12 MR. NUNCHUCK: Nunchuck. Yes. My apologies.
13 When my grandparents came to Ellis Island, they
14 couldn't understand what they said, and that's what
15 it turned into, okay.

16 Paul Nunchuck, Florida East Coast Railway. I
17 was asked by my representatives to come here today
18 and speak. Now that I know what I am about to
19 speak about, I am going to go back about 46 years.
20 Is anybody in here old enough to remember when gas
21 was 46 cents a gallon? And who doesn't remember?
22 There we go.

23 As a 16-year-old, taxes never came into play,
24 so today, your \$2 gallon of gas, or whatever it is
25 today, I choose not to look at it, how much of that

1 is federal, state and local taxes? You will find
2 if that was reduced and not there, gas would
3 probably be down in the mid dollar range. I don't
4 know the number, but taxes pay for the roads. They
5 pay for the upkeep. They pay for the sidewalks.
6 They pay for the beeping walk/don't walk signs for
7 the blind and the disabled.

8 Back in the early 2000s, I was a member of a
9 small municipality, and every time we needed to
10 raise the water rates, it was no. Every time we
11 needed to do something, it was no. That town no
12 longer exists because we didn't increase those
13 costs over time. And when it finally came to the
14 point when we had to, the cost was too much, and
15 the town no longer exists. It was absorbed by the
16 county.

17 Everybody wants to make a raise. Everybody
18 wants to get a raise. Your utility people, the
19 customer service, everybody wants a raise each
20 year. We have no choice. The money has got to
21 come from somewhere.

22 As we are a partner in SolarNow, I think the
23 break even won't be a break even, but I hope that
24 it helps contain the cost six to seven years from
25 now by partnering with it today.

1 25 years ago I built a home. I am a native
2 Floridan. It is a well insulated home. We live
3 under oak trees, so the windows are never open
4 because of the dust, pollen. The air conditioner
5 is on 24/7 72 degrees. I am on the budget billing,
6 and my bill 150 bucks a month. So a lot comes back
7 to individuals, and I do understand the need for
8 increasing cost.

9 Recently through Daytona, we renovated 14
10 crossings because of the area that they are in, so
11 we can apply power generators when the power goes
12 out due to the storms. So we have spent \$65,000 on
13 that this year. If we didn't, come next storm, we
14 would be spending even more.

15 So there is a reason for cost increase, and it
16 has to be borne, luckily, by everybody. To me,
17 it's more like an insurance policy. If you don't
18 insure, it's worse on you in the long run.

19 When I got hired at Florida East Coast
20 Railway, there was a whole row of clerks on
21 typewriters. Today, there is one lady with a
22 computer, and that's time that's changed over 46
23 years, but somewhere along the line, it was more
24 efficient, more cost-effective to come and take
25 that computer and everything that we are using

1 today, and it all costs.

2 So did I upset anybody? Where is Mr.

3 Whac-A-Mole? My kids love you.

4 CHAIRMAN LA ROSA: Thank you for your
5 testimony.

6 MR. NUNCHUCK: Thank you.

7 MR. TRIERWEILER: All right. We are going to
8 hear from Greg next, and then we will hear from
9 Monica Paris, Carmen Ruiz and Heidi Rand.

10 PUBLIC COMMENT

11 MR. BLOSE: Good afternoon, Commissioner. My
12 name Greg Blose. I am a local small business owner
13 from Flagler County. I wanted to come down here
14 today and just share my support for FPL.

15 I moved from Tallahassee to Palm Coast about
16 five years ago. I had Talquin, and I noticed that
17 there was an address on the back from Tallahassee
18 on the back of your form here, and it's like, you
19 know, if you had Talquin, you would really, really
20 appreciate FPL, because the outages that that group
21 had was crazy. And since I have moved back here,
22 not a single outage. The rates are lower. So I
23 feel very positive about what's happening with my
24 FPL experience.

25 I am looking at your document here, you know,

1 the rates might go up in 2027 by anywhere from \$7
2 to \$19. As a Floridan for the last 20 some odd
3 years, I will just tell you, like, the bill doesn't
4 matter to me. I run an AI company, right. Like, I
5 need to have power to run my business, and so all I
6 care about is the reliability of the air
7 conditioning and the power running in my house.

8 And when it comes to the restoration, it's
9 exceptional. And I hear a lot of people say, oh,
10 well it's about the -- you know, it's nationally
11 higher than this, or compared to that nationally.
12 Well, this isn't national. This is the state of
13 Florida, and not everywhere gets hurricanes like we
14 do. So whatever it takes, in my opinion, and if
15 it's \$7 to \$19 a month on my light bill, so be it,
16 in 2027.

17 Costs are going up of it where, so it's not --
18 it's to be expected that that's going to happen
19 with our light bill go. My water bill in Palm
20 Coast just went up 30 percent, so this is really
21 nothing.

22 I understand people are hurting, and perhaps
23 that \$20 a month causes them problems, and I get
24 it. I feel sorry for those folks. But in my world
25 where I work at home, I need to have that energy.

1 And thinking about when we get hit with
2 hurricanes, whatever it takes for FPL to have the
3 resources to put the lights on as quickly as they
4 do is what I support. And if that's \$7 or \$19 a
5 month, whatever this is, so be it.

6 So I just wanted to come up and here and
7 really thank FPL for how they performed in this
8 community. It's been tremendous. And with that, I
9 will quit.

10 Thank you.

11 CHAIRMAN LA ROSA: Thank you for your
12 testimony.

13 MR. TRIERWEILER: Monica.

14 PUBLIC COMMENT

15 MS. PARIS: Good afternoon, Mr. Chairman,
16 Commission. My name is Monica Paris. I am the
17 City Commissioner of Daytona Beach, Florida,
18 Division 1, which is the south side of Daytona
19 Beach. I am on beach side and the mainland. I was
20 asked by FPL to come and give testimony of my
21 customer service experience with them.

22 Just to let you know, Milton in 2024 had
23 happened, we had assistant living facilities and
24 senior homes that were out of power, so we were
25 able to work with FPL to see which areas that they

1 could help come to first, because a lot of our
2 seniors need electric to either power their
3 devices, mobile devices, their medical devices, so
4 they were very helpful with that.

5 Also in November, so let's stay about
6 November, December, we still had a lot of lights
7 out, and when I contacted FPL, they had notified
8 that we had 700 streetlights out. As you know,
9 without streetlights, it causes crime. We have
10 over 10 million visitors that come to the City of
11 Daytona Beach every year, so this is something very
12 important for us. And right now, after meeting
13 with them, we are down to zero lights out.

14 Another thing we worked with them is our
15 beautification projects because we have a lot of
16 graffiti, and as you know, broken window effect, we
17 want to keep our streets as safe as possible.

18 I do meet with my representative quarterly,
19 and I am the interim between my residents and FPL,
20 because I do have residents that call that power is
21 out, they need power, there is tree lines, there is
22 lines where trees needs to be trimmed, we are able
23 to get that done also.

24 So as I said, I just wanted to give my
25 experience with FPL and how they have been a

1 partner with us, and how our residents have also
2 been affected, and I wanted to let you know and
3 also the public know what goes on behind the closed
4 doors maybe things that are not being seen or said.

5 So thank you very much for all you do here and
6 for the city.

7 CHAIRMAN LA ROSA: Thank you for your
8 testimony. And I apologize for not recognizing you
9 earlier.

10 MS. PARIS: Not a problem.

11 MR. TRIERWEILER: Carmen.

12 PUBLIC COMMENT

13 MS. RUIZ: Hi, my name is Carmen Ruiz, and I
14 am --

15 COMMISSIONER GRAHAM: Ma'am, pull that mic
16 down.

17 MS. RUIZ: I didn't realize how tall you were.

18 My name is Carmen Ruiz. I am customer through
19 my residence and a small business in Holly Hill,
20 but I am here to speak on behalf of the Board of
21 Directors of the Domestic Violence Abuse Council in
22 Volusia County. I was the past president, and
23 during my presidency we spoke about issues at our
24 shelter.

25 One of the issues that we were having was the

1 property behind us, adjacent to us, was an
2 apartment complex, and both of those properties,
3 ours and theirs, were creating a dark area where
4 perpetrators could come outside. And so we called
5 our team care at FPL. They came out. They looked
6 at the lighting. They gave us some proposals, some
7 suggestions on what things we could trim in the
8 area, trees to clear from the lighting, and then
9 also did some repairs.

10 And so while that seems very menial work, or
11 just, like, routine work. For us, that's life
12 saving impactful work. And so on behalf of our
13 board and our staff, and most importantly our
14 clients, we just want to thank FPL for their
15 service on that.

16 Thank you.

17 CHAIRMAN LA ROSA: Thank you for your
18 testimony. We are going to hear from Heidi Rand
19 next, and then we will hear from Mark Annetto, Mike
20 Disher -- we already heard from Mike, Tywan --
21 Tywan Arrington and Jordan Jiloty.

22 PUBLIC COMMENT

23 MS. RAND: Good afternoon. My name is Heidi
24 Rand, and I work with Easter Seals Northeast
25 Central Florida, and we are celebrating 75 years

1 this year in the community.

2 We operate a farm as one of the things that we
3 do. We operate a farm pioneer trail in New Smyrna
4 Beach, and we provide services for people with
5 special needs, and it's going to be the future home
6 of our school for children with disabilities.

7 As we work to expand our services out at the
8 farm, we needed to bring in more power. That's
9 what we learned as we were doing all of our
10 assessments. So that process had to begin, and we
11 have learned that we had to have actually a new
12 power pole, a new pole brought in for additional
13 power being brought actually to the property.

14 We had to work with FPL, our contractor, our
15 electrician, and they have all worked extremely
16 well together, and I am really pleased to see, you
17 know, one step has to be done by FPL, and then the
18 next step gets done by our electrician, and then it
19 is back to FPL. There has been virtually no down
20 time in between each of those. It's been a great
21 communication process.

22 And I am really thrilled to say that probably
23 by next week, we will have our meter installed and
24 we will have power to a portion of that property
25 that we didn't have power to before, which will

1 allow us to provide services for those with special
2 needs on our property, and it will also allow us to
3 extend our services later into the evening that we
4 haven't been able to do before. So I want to thank
5 FPL for the services they have been providing.

6 On another note, as a resident, I just want to
7 tell you a little bit of a personal experience.

8 My son, the not too distant past, purchased a
9 home in the local area. That home had been vacant
10 for a number of years. And so when he moved in and
11 started all of the renovations, he saw that there
12 were tree limbs all growing into the power lines
13 back behind the home, and he called FPL. They were
14 extremely responsive, came and cleared all of those
15 tree limbs to ensure that we didn't have any future
16 -- he didn't have any future issues with power.

17 So I just want to take the time to thank FPL
18 for putting focus on their customers, putting their
19 customers first, and providing the quality services
20 that they have. Thank you.

21 CHAIRMAN LA ROSA: Thank you for your
22 testimony.

23 MR. TRIERWEILER: Mark Annetto.

24 PUBLIC COMMENT

25 MR. ANNETTO: Good afternoon, everyone. I

1 want to thank the Commissioners for doing what you
2 folks do. I don't know how you get time off from
3 your jobs to do this, but I noticed there is a lot
4 of locations for hearings, so I want to thank you
5 guys for doing that, and thank FPL for also having
6 these hearings.

7 I live in Ormond, single family residence. We
8 have had eight storms in -- I am sorry, maybe eight
9 -- yeah, maybe six or eight storms in -- since
10 2016, I have lost power in three of them. One of
11 them was for 16 hours outage, one for nine and one
12 for seven. So quality-wise, it's pretty good. I
13 am pretty happy with the quality that FPL provides.

14 I hope someone is watching the budget, though,
15 for the storm, when you bring all the FPL
16 contractors and the outside contractors into the
17 area, I hope someone is closely watching the budget
18 on that, because that can mushroom very, very
19 quickly.

20 Regarding the rate increase, I do read these
21 when I get them, and if I read correctly, next
22 year's rate increase is for 14 percent. The
23 following year is for seven percent. And then the
24 brochure doesn't show the rate increases for the
25 following two years.

1 I think 14 is a little bit high. Four or five
2 percent rate increase, that's fine. That would
3 match the, you know, the rate inflation, but 14
4 percent, and then seven percent, that's a little
5 high.

6 And I know you all live in Florida, and you
7 all work for FPL, but to put a 14-percent rate
8 increase, and then a seven-percent, that's a little
9 high. So I ask the Commission to take a look at
10 that, give a fair rate increase, but 14 is pretty
11 steep.

12 Thank you all again.

13 CHAIRMAN LA ROSA: Thank you for your
14 testimony.

15 MR. TRIERWEILER: Thank you.

16 Mr. Arrington.

17 PUBLIC COMMENT

18 MR. ARRINGTON: Good afternoon, Commission.
19 My name is Tywan Arrington. I am the Director of
20 Business Development for Team Volusia EDC. We are
21 the business recruitment arm for Volusia County.

22 First, I want to acknowledge FPL for their
23 leadership and support of us in regards to the
24 economic development across the communities they
25 serve, but we must remember that in order for

1 Volusia County to compete, we have to make sure
2 these prices are fair. In order for us in regards
3 to Central Florida to be able to compete, we have
4 to keep to the rates fair, because we are competing
5 against other states. It's not just Florida versus
6 Alabama. It's Florida versus the world pretty
7 much. Please keep in mind that each of the -- a
8 great deal, not only for the residents, but also
9 for future businesses in the county. So for
10 Florida and Volusia County to stay competitive, we
11 must assure rates and rate structures remain fair
12 for the customers.

13 Thank you for your time.

14 CHAIRMAN LA ROSA: Thank you.

15 MR. TRIERWEILER: Jordan.

16 PUBLIC COMMENT

17 MR. JOLITY: Good afternoon, Commission. I am
18 Jordan alanui. I am a managing director of public
19 government affairs for NASCAR. In this role, I
20 have had the opportunity over the years to work
21 with the Florida Power & Light's team in various
22 capacities, particularly with some of the work we
23 do mutually within the communities where we
24 operate.

25 So today I wanted to share a few examples of

1 the work that they do in the community as you all
2 are considering rate increase that the community
3 work is an important consideration.

4 Personally, as a father of three young
5 children, I have had -- I have been impressed with
6 the work that Florida Power & Light puts into some
7 of their programs for students. Florida Power &
8 Light is a supportive of the Electric on America
9 Program which provides hands-on opportunities for
10 high school students to learn about STEM principles
11 as they design, build and learn how to operate
12 race -- electric race cars.

13 Through that program, students are given
14 opportunities to develop valuable skills that can
15 spark their interest in future STEM careers.
16 Florida Power & Light has worked with both
17 Homestead-Miami Speedway and Daytona International
18 Speedway to bring students out for those types of
19 events, and we are excited for the next one to be
20 happening June 10th here in Daytona Beach. With
21 Florida Power & Light's support, they are going to
22 have an anticipated 200 participants with 20 carts
23 from across Florida.

24 Florida Power & Light has also worked with
25 Daytona International Speedway to install solar

1 energy projects on its property. This project has
2 included three canopy light structures covered in
3 solar panels that are located in the midway, end
4 zone and the mile 10 parking lot area. As you
5 drive down International Speedway Boulevard, you
6 can see the facility, or the solar pavilion located
7 in the midway just on the west side coming out I
8 towards 95.

9 Through this partnership, Florida Power &
10 Light solar circuit has helped power the facility's
11 operations for nearly 10 years. And that project
12 is showcased to visitors from around the state, the
13 country and world, the innovative technologies that
14 Florida Power & Light is embracing to help provide
15 for more reliable and consistent energy future.

16 And lastly, others have recognized, I wanted
17 to recognize Florida Power & Light's commitment to
18 hurricane preparedness. As we prepare this year's
19 hurricane season, it doesn't go unnoticed the work
20 that Florida Power & Light puts into storm season.

21 Daytona International Speedway serves as a
22 staging location for Florida Power & Light every
23 time that a hurricane is approaching the state.
24 And as many of us are making last-minute
25 preparations to get our water and batteries, and

1 all the things to prepare our homes and businesses
2 for an approaching storm, it's quite impressive to
3 see the convoy of crews rolling into town, they are
4 stationed at the speedway, to be ready to deploy to
5 areas of our state and communities that need a
6 quick response.

7 As the old adage goes, prepare for the worst
8 and hope for the best, and I believe that Florida
9 Power & Light staging of resources here is a great
10 example of how they take seriously the hurricane
11 preparedness.

12 These are just a few of the examples that I
13 believe Florida Power & Light has demonstrated to
14 be a strong partner in our community, and I
15 appreciate the time to help share those with you
16 today.

17 CHAIRMAN LA ROSA: Thank you for your
18 testimony.

19 MR. TRIERWEILER: We are going to hear next
20 from Jim Jawerski. Following Jim, we have
21 Stephanie Wohlford, Tabitha Schmidt and Jessica
22 Gow.

23 PUBLIC COMMENT

24 MR. JAWERSKI: Good afternoon, and thank you,
25 Jim Jawerski, President and General Manager with

1 the Daytona Tortugas. I am here this afternoon to
2 talk about service, customer service and community.

3 At Jack Robinson Ballpark, we are in the
4 middle or beginning stages of a rather extensive
5 construction project over at Jack Robinson
6 Ballpark. And through that process, there were
7 some issues and challenges that we had to face as
8 we were working on renovations while still
9 operating the facility. The good news is that we
10 were able to work through those issues with the
11 guidance of Florida Power & Light and continue to
12 operate as we need to.

13 The other thing I want to mention in recent
14 memory there has been two separate, really, besides
15 the hurricanes that have been mentioned but, you
16 know, afternoon weather events, you know, that we
17 experience power outages over at Jack Robinson
18 Ballpark. And obviously, power is a large part of
19 everything that's been discussed here this
20 afternoon. And, you know, again through that work,
21 and through that due diligence, you know, we were
22 able to work through, you know, what we needed to
23 do as a business in an operation with no
24 substantial delays.

25 The last thing I wanted to mention here this

1 afternoon is just the ideas and the values of
2 partnership and community, you know, some of the
3 things that were mentioned here this afternoon.
4 That's what it's about, right, a part of the
5 community -- being a part of the community and
6 doing things in the community, especially as it
7 relates to, you know, the youth here in our area.

8 Again, you know, I appreciate those values.
9 Appreciate the work and the partnership that
10 Florida Power & Light has serviced for us
11 throughout the years, and I thank you for your time
12 this afternoon, and have a good weekend.

13 CHAIRMAN LA ROSA: Thank you for your
14 testimony.

15 MR. TRIERWEILER: Stephanie Wohlford.

16 PUBLIC COMMENT

17 MS. WOHLFORD: Good afternoon. Hi, I am
18 Stephanie Wohlford. I am Director of Government
19 Affairs at Halifax Health. And since everyone else
20 has mentioned it, I will as well. We opened our
21 doors in 1928 to start serving the community of
22 Daytona Beach, so we are celebrating 97 years of
23 service to our community.

24 During Hurricane Milton, our Port Orange
25 hospital, like many businesses and homes in the

1 community lost power, but what made our
2 circumstances a little bit different is lives were
3 depending on us having power. As we ran on
4 generator power and the fuel supply became harder
5 to come by, Florida Power & Light stepped in
6 quickly rerouted power grids to ensure the power
7 was restored quickly to Halifax.

8 No one ever wants to be a patient in a
9 hospital, especially during a raging hurricane.
10 But having partners like FPL guarantees that we can
11 provide the best care and comfort to our community,
12 and keep our patients safe in times of crisis and
13 in times of calm.

14 And I would also like to just reiterate what
15 Mr. Jawerski said, when those trucks are rolling in
16 and we see them going into the Speedway while we
17 are all panicking, it just gives you comfort
18 knowing they all here and just hearing him talk
19 about it, when you see the trucks coming in. So
20 they are always here to serve and taking care of
21 the community.

22 CHAIRMAN LA ROSA: Thank you for your
23 testimony.

24 MR. TRIERWEILER: We have a quick question,
25 please.

1 MS. WOHLFORD: Oh, gosh.

2 CHAIRMAN LA ROSA: Madam.

3 MS. McMANAMON: Just one quick question.

4 Does FPL sponsor any events that Halifax
5 Health puts on?

6 MS. WOHLFORD: Not that I am aware. I am not
7 in charge of events or sponsorship for marketing of
8 any kind, so I am not sure. I can find out for
9 you.

10 MS. McMANAMON: That's okay. Thank you.

11 CHAIRMAN LA ROSA: Thank you.

12 MR. TRIERWEILER: Tabitha Schmidt.

13 PUBLIC COMMENT

14 MS. SCHMIDT: Hello. Thank you for your time.
15 I was asked to speak on quality of service with
16 FPL.

17 I am the CEO of the Museum of Arts and
18 Sciences in Daytona Beach. We are a large
19 institution of arts, science and history on a
20 70-acre campus on Nova Road in the heart of
21 Daytona.

22 Overall, our service has been very satisfying.
23 Very reliable. Very supportive. Very responsive.
24 We, like everybody, experiences storms, and getting
25 back on-line is critical to us reopening. But I

1 really wanted to call forward that the museum is in
2 charge of preserving and conserving very important
3 artifacts and art, and without FPL's quick response
4 time, our environmental situation changes quickly,
5 our humidity levels change quickly, and we end up
6 compromising the collection if we can't get the
7 service back on.

8 So we just want to say thank you for what they
9 do for us, because they are very responsive and
10 they, like with the hospital, we feel calm when
11 they are rolling in and helping us get back on
12 line.

13 Thank you.

14 CHAIRMAN LA ROSA: Thank you.

15 MR. TRIERWEILER: Jessica Gow.

16 PUBLIC COMMENT

17 MS. GOW: Good afternoon. For the record,
18 Jessica Gow. I am a residential customer, but I am
19 also here on behalf of Cobb Cole Law Firm. I am a
20 landuse environmental attorney at that law firm.
21 It's been around since 1925. So 100 years for our
22 theme of the day, and I work very closely with FPL
23 in usually a friendly adversarial type way, that is
24 right-of-way locations, I am coordinating on
25 projects that are coming forward to our community,

1 we are helping individual homeowners with power
2 issues, and our local team here at FPL goes above
3 and beyond in just about every aspect they can.

4 So whether it is looking at siting facilities
5 to be built in our community -- look at new
6 industrial sectors, space coast expansion --
7 county, they are there on the front willing to help
8 give us the power needs they have and -- coming.

9 But also looking at individual stories, we had
10 a homeowner come to us who said the County is
11 telling us we can't live in our home because we
12 didn't have permits in 1950. And while the county
13 didn't have permits, we have been able to reach out
14 to our local FPL team and say, do you have any
15 records of when the power came on to this house?
16 And they said, sure, we do. You know, it says that
17 it was residential CO inspection, and here's the
18 date. And that service, which they have no
19 obligation, they are just helping this customer,
20 has made the difference between homeowners staying
21 in their home or being forced to leave. And so at
22 every turn, every communication we have ever had
23 with them, they go above and beyond to help serve
24 the community.

25 Thank you.

1 CHAIRMAN LA ROSA: Thank you.

2 MR. TRIERWEILER: Chairman, in keeping with --
3 in the home of NASCAR, they have went right through
4 this list and we -- I have only one more person,
5 and that person is not yet sworn in. Hold on.
6 Okay. Still just two.

7 CHAIRMAN LA ROSA: So I will do this. The two
8 folks that we have got signed up, if you don't mind
9 standing and quickly taking a quick oath if you
10 have not done so it seems like.

11 All right. So I have got, is it Sheryl,
12 Sheryl Cook? Raise your right hand.

13 (Whereupon, Chairman La Rosa administered the
14 oath.)

15 CHAIRMAN LA ROSA: Excellent. Thank you.

16 MR. TRIERWEILER: Raymond Soto, and then to be
17 followed by Sheryl Cook, please.

18 PUBLIC COMMENT

19 MR. SOTO: Greetings, I am here on behalf
20 of -- to talk about the quality of service. I am
21 also from Tallahassee. I moved here in 2018 to
22 start a company co-located at Embry-Riddle
23 Aeronautical University. I don't remember when gas
24 was 46 cents, but I do remember when it was 96
25 cents a gallon.

1 So I am really glad to share a little bit
2 about, you know, our story. When I first
3 started -- I am the CEO of Sensatek. We are a tech
4 company, we are also a graduate of the Volusia
5 County UCF business incubator, and we were selected
6 out from a rural-wide competition by Florida Power
7 & Light to be the recipient of a grant, and we were
8 able to spend about a year-and-a-half receiving
9 consulting services such as executive coaching,
10 subject matter experts. So it really helped us
11 learn how to really build our business, and not
12 just build it, but be a leader in our industry.

13 Leadership, I believe, is the ability to
14 achieve purpose to uncertainty. I served 12 years
15 in the Marine Corps, and I am really glad to be
16 here in Volusia County building our business. We
17 were able to retain employees as a result of the
18 service that we received with FPL's help, and also
19 we were able to lead in the industry in such a way
20 that we attracted Fortune 200 companies, not only
21 as clients, but also as investors.

22 And so we didn't have to relocate anywhere
23 else outside of Florida like a lot of companies are
24 trying to court us to do that, but we are able to
25 have the support here in Volusia County and really

1 build our business. And my wife and I, we also
2 grew our family, bought a house, and I am proud to
3 call Daytona Beach my home.

4 So thank you for this opportunity. I want to
5 encourage all my fellow Floridians who are thinking
6 about starting a business, to plug into FPL's
7 entrepreneurial ecosystem, pun intended.

8 Thank you.

9 CHAIRMAN LA ROSA: Thank you for your service
10 to this country.

11 MR. SOTO: Thank you.

12 MR. TRIERWEILER: Sheryl Cook.

13 PUBLIC COMMENT

14 MS. COOK: Good afternoon. My name is Sheryl
15 Cook, and I am Co-Owner and President of Tom Cook
16 Jeweler in downtown Daytona Beach.

17 My family and I opened our store in South
18 Beach Street in 1947, therefore, due to the nature
19 of our business, we count on electricity 24/7,
20 seven days a week, 365 days. We have to have it.
21 We understand that there are hurricanes and there
22 are circumstances. We have had an old grid in the
23 downtown quite a while. We finally got it
24 replaced.

25 During the days that there were -- in the old

1 days there were seven jewelry stores in downtown
2 that all needed their alarms to work, that needed
3 electricity, and FPL was there. Currently, there
4 is only two of us in downtown currently.

5 FPL has been accommodating when I have called
6 and stated, no electricity. No security. No
7 alarm. They have been extremely happy and helpful
8 in their responses in the updates that they have
9 given me. Squirrels used to chew the old lines in
10 downtown, and we would be out of power again, so we
11 would call FPL.

12 A few years ago, our office manager had a bill
13 that said we had not paid and that we had so many
14 days to cut off our power. I was like, in 135
15 years of my family business, we have never not paid
16 a bill. Called Linda Webster and spoke to her, and
17 it was taken care of that day. We had not received
18 it. We paid completely.

19 FPL are very active in our community. I work
20 with a lot of nonprofits. We really appreciate
21 FPL's ability to help us and to be cooperative in
22 anything we need, and they just seem to be a phone
23 call away, so thank you very much.

24 CHAIRMAN LA ROSA: Thank you.

25 MR. TRIERWEILER: Thank you.

1 CHAIRMAN LA ROSA: All right. I don't see any
2 further speakers. Is there anyone in the room that
3 either skipped by accident or was intending to
4 speak today that did not sign up? Okay, not seeing
5 any.

6 Thank you all for coming out today. Like I
7 mentioned, many of us have mentioned, this is a big
8 part of, of course, the rate case process of
9 hearing from you and your customer experience with
10 the company.

11 Thank you to Daytona Beach Shores, to the
12 City, for helping us with this facility. As you
13 heard a few times already today that we are
14 traveling throughout the state and hearing from
15 customers, and sometimes getting a facility can be
16 difficult, so thank you for great accommodations.

17 I don't see any further business before us, so
18 I think we are good to go, and I will call this
19 meeting journaled. Again, thank you all.

20 (Proceedings concluded.)

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CERTIFICATE OF REPORTER

STATE OF FLORIDA)
COUNTY OF LEON)

I, DEBRA KRICK, 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
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I FURTHER CERTIFY that I am not a relative,
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financially interested in the action.

DATED this 7th day of July, 2025.



DEBRA R. KRICK
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