

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: Wednesday, June 4, 2025

TIME: Commenced: 2:00 p.m.
Concluded: 4:00 p.m.

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

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

PREMIER REPORTING
TALLAHASSEE, FLORIDA
(850) 894-0828

1 APPEARANCES:

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

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

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

18 SHAW STILLER, ESQUIRE, FPSC General Counsel's
19 Office, 2540 Shumard Oak Boulevard, Tallahassee, FL
20 32399-0850, appearing on behalf of the Florida Public
21 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 everybody, and thank you for dialing in and logging
4 in for the Florida Power & Light's Customer Service
5 Hearing.

6 Again, thank you for joining us today. This
7 is an important part of the rate case process
8 hearing from you, the customer, and your experience
9 with Florida Power & Light.

10 My name is Mike La Rosa. It is a privilege to
11 be the Chairman of the Florida Public Service
12 Commission. Along with me are the four other
13 Commissioners here at the Commission, and I am
14 going give them an opportunity to briefly introduce
15 themselves.

16 Commissioner Clark.

17 COMMISSIONER CLARK: Thank you, Mr. Chairman.

18 Hi. My name is Gary Clark. It's a privilege
19 to have you with us here today. We look forward to
20 hearing your testimony in the FPL case, and
21 certainly want to hear about your experience with
22 customer service and reliability from the company.

23 Thank you very much.

24 COMMISSIONER PASSIDOMO SMITH: Good afternoon,
25 everyone. My name is Gabriella Passidomo Smith,

1 another one of the five Commissioners here.

2 Just want to take the time to thank you all
3 for calling in today. We really appreciate hearing
4 your perspectives on FPL's service. And I also
5 want to make sure that you tell -- that if you know
6 anybody who was not able to call in, or was not
7 able to come do our in-person service hearings,
8 that they still have an opportunity to get their
9 voices heard by us. They can submit written
10 comments, and we will review those just as if they
11 were calling in today, or they visited us in person
12 last week, or tomorrow when we continue on our
13 in-person service hearings.

14 So thank you again for taking the time to call
15 in.

16 COMMISSIONER FAY: Great. Thank you, Mr.
17 Chairman. Andrew Fay. I am also one of the
18 Commissioners here.

19 Just want to get to your comments. I don't
20 want to waste too much time this morning, but do --
21 or this afternoon, but do appreciate everyone for
22 joining and participating in this hearing.

23 CHAIRMAN LA ROSA: Great. Thank you.

24 And Commissioner Art Graham is also on the
25 line with us today, so we are all listening in.

1 If you do need Spanish translation, Gloria is
2 our Spanish translator. She is available. Just
3 indicate that you need translation, and she will be
4 able to translate anything from Spanish to English
5 so that it is clearly understood.

6 Again, thank you all for being here, and let's
7 go ahead and kick us off officially with staff.

8 Staff, will you please read the notice?

9 MR. STILLER: I by notice issued May 14th,
10 2025, this time and place has been set for a
11 Customer Service Hearing in Docket No. 20250011-EI.
12 The purpose of the service hearing is set forth
13 more fully in the notice.

14 CHAIRMAN LA ROSA: Excellent. Thank you.

15 And just kind of quick housekeeping reminder.
16 Please put yourself on mute if you are not the one
17 that is speaking or delivering testimony. And if
18 you have any other device in the background, maybe
19 turning those down will certainly help with the
20 feedback.

21 We are in a hearing room in Tallahassee, so we
22 are all hearing everything over a loud speaker, so
23 sometimes it can be a little bit difficult to hear
24 if there is any background noise, or if you are
25 speaking over a speakerphone, so much appreciate

1 your cooperation with that.

2 Let's go ahead to move to take appearances, we
3 will start with Florida Power & Light.

4 MR. BADDERS: Thank you, Commissioner.

5 Russell Badders appearing on behalf of Florida
6 Power & Light. I would also take like to enter an
7 appearance for John Burnett, our General Counsel.

8 CHAIRMAN LA ROSA: Great. Thank you.

9 The Office of Public Counsel.

10 MR. TRIERWEILER: Walt Trierweiler for the
11 Office of Public Counsel, with an appearance for
12 Ali Wessling and Austin Watrous.

13 CHAIRMAN LA ROSA: Thank you.

14 LULAC and ECOSWF.

15 MR. MARSHALL: Bradley Marshall on behalf of
16 Florida Rising, the League of United American
17 Citizens of Florida, better known as LULAC, and the
18 Environment Confederation of Southwest Florida,
19 better known as ECOSWF.

20 CHAIRMAN LA ROSA: Thank you. Eventually I
21 will get all three of them in one introduction. I
22 appreciate that.

23 Well, thank you, counselors. And, again,
24 thank you all for participating today in this
25 customer service hearing, again, intended to hear

1 your customer experience with FPL.

2 In August, we will have a more technical
3 hearing, where the Commission will hear from
4 witnesses. We will hear evidence in the case. We
5 certainly encourage you to watch on-line through
6 our website. You can get a better understanding of
7 how we analyze and how we make decisions as a
8 commission.

9 And if, again, as mentioned earlier, if you
10 would like to make additional comments if for some
11 reason you were cut off, or your time expired,
12 wanted to provide additional testimony, you can do
13 so through email or paper mail. A rate case
14 overview is available on our website. Again, that
15 information is put in front of us just like if you
16 were talking to us here live today. So certainly
17 take advantage of that if you feel it's necessary.

18 FPL is here if you have any billing issues.
19 Just indicate that in your comments, and an FPL
20 personnel will be able to assist you.

21 If you have any questions about the rate case
22 process, our Commission staff is also available to
23 provide additional insight as it relates to the
24 rate case.

25 Before we hear from the customers, I would

1 like the parties to open with opening statements.
2 We will start with FPL.

3 MR. BADDERS: Thank you. Armando Pimentel,
4 President and CEO of Florida Power & Light, will be
5 providing our opening remarks.

6 CHAIRMAN LA ROSA: Perfect.

7 MR. PIMENTEL: Thank you, Mr. Chairman and
8 Commissioners. My name is Armando Pimentel. I am
9 the President an CEO of Florida Power & Light
10 Company. We are here because we have asked the
11 Public Service Commission for new base rates
12 beginning in 2026.

13 Let me begin by thanking the customers who are
14 participating here today. I am proud of the 9,000
15 FPL employees who work hard every day to provide
16 the nation's best combination of high reliability,
17 resiliency and low bills, but we can always do
18 better, which is why your feedback is so important
19 to us.

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

1 result of smart investments and a culture of
2 continuous improvement. Our team works
3 relentlessly to improve our service every day.

4 By operating the most efficient utility in
5 America, we save typical customers roughly \$24 a
6 month. We have saved customers more than \$16
7 billion in fuel costs by modernizing our fuel
8 fleet, which includes natural gas, nuclear and
9 solar generation.

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

18 It's been four years since our last rate
19 request. 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 services our customers expect will
23 require significant new investment.

24 Even with the proposed increase, typical FPL
25 bills are expected to stay well below the national

1 average. While we work hard to keep bills low, we
2 recognize some customers face challenges. Our
3 Vice-President of Customer Service, Dawn Nichols
4 and her team, are always there to help, and are
5 here today. We have customer advocates devoted to
6 helping you with any concerns, including the many
7 programs we have for energy efficiency and for bill
8 assistance. Customers can connect with them
9 directly by calling (866)252-6049.

10 At FPL customers always come first. We have
11 let our customers know about these service hearings
12 so that they can share their experiences with the
13 company. We want to hear about what we do well.
14 More important importantly, we want to hear about
15 things that we can improve.

16 So thank you for participating, and thank you
17 for the opportunity to serve you.

18 CHAIRMAN LA ROSA: Thank you.

19 Office of Public Counsel.

20 MR. TRIERWEILER: Good afternoon. Chairman,
21 Commissioners, thank you for the opportunity to
22 speak on behalf of Florida's customers.

23 My name is Walt Trierweiler, and I am the
24 Public Counsel for the state of Florida. My
25 office, the Office of Public Counsel, also known as

1 OPC, was created 51 years ago by the Florida
2 Legislature to give customers an effective voice in
3 these proceedings.

4 Today, I want you to know that the Office of
5 Public Counsel actively opposes FPL's proposed rate
6 increases for 2026 and 2027. The theme for this
7 case is affordability, and we argue, with the
8 assistance of eight nationally respected expert
9 witnesses, these proposed rate increases and the
10 Tax Adjustment Mechanism will result in unfair,
11 unjust and unreasonable rates for you.

12 I am not going to take the time today to share
13 all the things that we are doing to resolve this
14 case in your favor, but I do want you to be
15 confident in the extensive discovery our office has
16 conducted with FPL, the hundreds of hours my team
17 is devoting to studying thousands of pages of
18 responsive documents from FPL, and the depositions
19 we have taken of FPL's witnesses to identify
20 reductions that should be made to FPL's request.

21 I also want you to be confident that your
22 voice is a valuable part of this rate case. These
23 rate increases have not yet been decided, and these
24 Commissioners, who are conducting virtual and
25 in-person customer service hearings all over the

1 state from Miami to Pensacola, are here to listen
2 to you, so please share your thoughts as clearly
3 and persuasively as you can, because your sworn
4 testimony will be considered by the Commission and
5 the parties, both now and in the future, when the
6 Commission examines all of the evidence before them
7 to approve only that portion of FPL's rate
8 increases that are reasonable, prudent and in the
9 public interest.

10 I invite you to share the details of your
11 experience as a customer of FPL, and to share the
12 personal impacts FPL's proposed rate increases will
13 have upon you, your family, your friends, your
14 business and your employees. Do be mindful of time
15 so that your neighbors here also have a time to
16 speak. There are 66 signed customers who are going
17 to speak today this afternoon, so be mindful of
18 your time.

19 Thank you again for taking the time to
20 participate in today's customer hearing. We look
21 forward to hearing from you.

22 CHAIRMAN LA ROSA: Great. Thank you.

23 LULAC.

24 MR. MARSHALL: Thank you.

25 Florida Rising, LULAC and ECOSWF are

1 associations of mostly residential customers and
2 are in this case because many of their members
3 cannot afford FPL's \$9.8 billion requested rate
4 hike. Too many Floridians are already unable to
5 afford their electric bills, especially since FPL's
6 last rate increase in 2021. Access to affordable
7 electricity becomes more and more crucial every
8 year, as climate change continues to drive
9 Florida's already brutal summer temperatures ever
10 higher.

11 For 2023, the latest year for which we have
12 complete data, FPL's actual residential bills were
13 \$170 a month on average, \$36 higher than the
14 national average monthly bill. That made FPL the
15 tenth highest bill in the country among large
16 investor-owned electric utilities.

17 Today, even as FPL asks for this rate
18 increase, the preliminary data shows the average
19 FPL residential customer is already paying over
20 \$400 more per year for electricity than 2021. And
21 by bills, we mean the amount that customers
22 actually pay on average each month. Not a
23 hypothetical bill based on a hypothetical usage
24 that FPL uses to make bill comparisons that do not
25 reflect real world usage.

1 We agree with the Office of Public Counsel
2 that FPL has not shown any need for their requested
3 increase, and believe that this case is not about
4 need, but about increasing profits.

5 We understand that as Floridians, storm
6 recovery is extremely important to everyone, and
7 some may believe that this rate increase will aid
8 FPL in getting the lights back on after a storm,
9 but that is not what the money in this case is for.
10 Supporting this increase actually means supporting
11 increased profits for FPL well above the national
12 average for utilities.

13 Finally, as a quick housekeeping matter, I
14 know that FPL may have reached out to some of you
15 and asked you to come support their request today.
16 You might be involved with an organization that
17 receives funding or association dues from FPL or an
18 affiliate, or that features FPL or an affiliate
19 among your board of directors, or they may even be
20 a client of yours. That's perfectly all right, but
21 that is relevant information for the record. In
22 the interest of holding an efficient hearing, I
23 just ask that you go ahead and disclose that up
24 front in your testimony so that I don't have to
25 take up more time asking you follow-up questions

1 about those connections through cross-examination.

2 With that, thank you, Mr. Chairman, and thank
3 you all for participating today. We look forward
4 to your testimony.

5 CHAIRMAN LA ROSA: Great. Thank you.

6 We will move to the customer hearing portion
7 of today.

8 Again, your comments will become part of the
9 official record, therefore, subject to
10 cross-examination. That's not intended to be
11 intimidating by any means, but intended to clarify
12 any questions that we, as Commissioners, or maybe
13 one of the parties might have in the room.

14 To make sure that all of your neighbors have
15 an opportunity to speak, it was already mentioned
16 that we have over 66 speakers today, so we are
17 going to limit comments to two minutes. Michaela,
18 who is helping us here in the room, is going to
19 play a sound that will indicate the end of your
20 two-minute period. Just please if you can just
21 maybe wrap your thoughts at that point, or soon
22 thereafter, so that we make sure that all of your
23 neighbors have an opportunity.

24 Michaela, do you mind playing what that noise
25 would sound like? Excellent. Nice and soft, and

1 warning that, hey, it's ready to wrap up. So,
2 again, thank you for that.

3 Lastly, please remember to place yourself on
4 mute, or turn off any other exterior noises that
5 might be interfering. Again, we want to make sure
6 that everybody has got the ability to hear clearly
7 the comments that are being made.

8 The Public Counsel will be assisting today and
9 calling the names. So, Mr. Trierweiler, you go
10 ahead and call the names out two or three at a
11 time. So when you hear your name, please be ready,
12 that means you are on deck or you are coming up
13 shortly thereafter, so just be prompt and be ready
14 to go once that starts.

15 I am going to go ahead and recognize the first
16 name, and then Mr. Trierweiler will go ahead and
17 take it over from there. But we do have the Mayor
18 of Waldo, Florida, on the line. Mayor Davis, are
19 you on the line Mayor Louis Davis?

20 All right. Let's go ahead and turn to the
21 next speaker.

22 MR. TRIERWEILER: All right. We are going to
23 hear first from David Cranston, and followed by
24 Thomas Carrigan and Marius Dobren.

25 David Cranston.

1 PUBLIC COMMENT

2 MR. CRANSTON: Good afternoon, Commissioners.

3 Can you hear me?

4 CHAIRMAN LA ROSA: Loud and clear, sir.

5 MR. CRANSTON: Excellent. My name is David
6 Cranston. I live at 2984 Deer Creek Country Club
7 Boulevard in Deerfield Beach, and I am on FPL
8 customer.

9 My concern is that FPL's proposed rate
10 increase lacks in grid investments before it
11 undergoes federally required planning to ensure
12 that these are the most cost-effective or prudent
13 use of ratepayer dollars. Florida households
14 already pay a lot for electricity, and we face the
15 fourth highest residential bills in the country.
16 We are also facing more frequent storms that cause
17 mass outages and restoration costs for which
18 customers get charged.

19 So before you give FPL any more spending
20 authority, FPL needs to clearly demonstrate that it
21 is a responsible steward of ratepayers' money by
22 showing that its planned investments will lower
23 costs, strengthen grid resilience and provide
24 energy security for customers long-term.

25 There are more opportunities for cost savings

1 while modernizing our grid and lessening impacts of
2 extreme weather, one example FERC Order 1920, which
3 prompts utilities to take a more comprehensive
4 approach to regional and interregional transmission
5 planning as well planned regional and interregional
6 transmission can meet reliability needs more
7 efficiently and provide resilience in the face of
8 extreme weather.

9 Order 1920 also encourages utilities to
10 incorporate grid enhancing technologies that
11 increase utilization of our existing transmission
12 infrastructure and enable more efficient use and
13 lower cost alternatives to building new lines.

14 Now, FPL has asked to extend its deadline by
15 one year for complying with Order 1920, so its
16 compliance deadline is next June, in 2026, but
17 today it's asking you to lock in cost recovery for
18 billions in grid infrastructure investments before
19 it updates that transmission planning. So I argue
20 we shouldn't put the cart before the horse.

21 We risk FPL being approved for grid expenses
22 that don't represent the highest best use of
23 customer resources and building an inefficient
24 transmission system if today's plans don't fully
25 value the benefit regional or interregional

1 transmission projects and don't leverage GEPs.

2 I know FPL isn't building regional
3 transmission facilities today, only local projects
4 and that Florida lacks interregional transmission
5 capability compared to our neighbor, which limits
6 our ability to trade power with other states, and
7 we are wondering if these are missed opportunities,
8 as customers.

9 So, Commissioners, I ask you to consider
10 delaying any approval until FPL and the PSC have
11 the data to ensure we get long-term value, promote
12 cost containment and minimize financial and energy
13 security risk to customers.

14 Thanks, and I appreciate your time.

15 CHAIRMAN LA ROSA: Thank you.

16 MR. TRIERWEILER: Thank you.

17 Thomas Carrigan.

18 PUBLIC COMMENT

19 MR. CARRIGAN: Yes. Good afternoon. My name
20 is Thomas Carrigan. I am an FPL customer since
21 1988, and I live in Miami, Florida.

22 I am a retired police officer, a disabled
23 veteran, and now a small business owner here in
24 Florida. I come before you today to support FPL's
25 proposed fee increase, not out of convenience, but

1 because of lived experience.

2 During my years in law enforcement, I served
3 on our department's SWAT Team during rescue
4 operations. In the aftermath of major hurricanes,
5 especially Hurricane Andrew, I worked hand-in-hand
6 with FPL crews side-by-side for 12 to 14 hours a
7 day. These weren't just utility workers, they were
8 essential partners in the crisis, always
9 professional, dedicated to helping us restore our
10 communities.

11 I witnessed the devastation storms brought
12 firsthand while FPL then was responsive, the FPL of
13 today is something more. It's more advanced, more
14 prepared and more committed to Florida's future.
15 Their advancement in storm hardening, grid
16 modernization and rapid response systems unmatched
17 and necessary.

18 As a small business owner now, I depend on
19 reliability to serve my customers, support my
20 employees and plan ahead. I can't afford
21 unpredictable outage of -- infrastructure, and
22 neither can our communities.

23 This proposed increase isn't about luxury.
24 It's about resilience. It's about ensuring that
25 when the next storm, we are not starting from

1 ground zero. It's about building a Florida --
2 recover that stands strong.

3 Thank you for your time and consideration what
4 this investment means for all of us.

5 MR. TRIERWEILER: Thank you.

6 Next we will hear from Marius Dobren.

7 PUBLIC COMMENT

8 MR. DOBREN: Good afternoon, Commissioners.
9 Can you hear me?

10 MR. TRIERWEILER: Yes.

11 CHAIRMAN LA ROSA: Yes, sir.

12 MR. DOBREN: All right. Well, thanks for
13 letting me speak today at the FPL public hearing
14 about their customer satisfaction and reliability.

15 My name is Marius Dobren, and I live at 19
16 Grand Myrtle Drive in Ponte Vedra, Florida. I have
17 been an FPL client for almost 12 years now, both as
18 a homeowner and a small business owner as well. I
19 couldn't be happier from the reliability
20 standpoint, and how they are always looking to
21 improve things and offer a great value.

22 For someone that's, you know, living in
23 3,200-square-foot home and owns two Teslas as the
24 main vehicles, and the only vehicles, with an
25 average bill of around \$320 a month, that's

1 something to hard to beat, considering I am coming
2 from, you know, in the northeast, a former client
3 of Con Edison where, when we learned firsthand the
4 reliability and the price is not really a priority,
5 at least for the time back then. To me, this is a
6 great value to the budget, but also to the family
7 knowing that we have such a reliable and
8 sustainable infrastructure company that's behind.

9 So as a guy that values technology and
10 improvements, I am a huge fan of companies like
11 Tesla and FPL who are always looking to innovate
12 and make things less. I believe in the last four
13 years, if my memory holds right, we only had one
14 disruption after one of the hurricanes, I cannot
15 remember the name. Our neighbors on the north side
16 of the neighborhood which, I think it's JEA, had a
17 little bit more frequent interruptions. So all in
18 all, as a community leader, I have been very
19 pleased with the service and cost.

20 I also appreciate their community outreach on
21 hearing what we have to say. Like I said, a small
22 business owner myself, it's good to know that
23 somebody is willing to know what you think and what
24 feedback you have to give, including today, I think
25 that this is the testament to why, you know, we are

1 here today, is that they are always looking to
2 improve.

3 So that's my feedback. I wish all the best,
4 and may God bless.

5 CHAIRMAN LA ROSA: Thanks.

6 MR. TRIERWEILER: Thank you.

7 All right. Next we are going to hear from
8 Keith Spina, followed by Gregory Kern and Mark
9 Litten.

10 Keith Spina, please.

11 PUBLIC COMMENT

12 MR. SPINA: Good afternoon, my name is Keith
13 Spina. I live at -- West Palm Beach, Florida. I
14 am an FPL customer, and I also serve on Palm Beach
15 County Development Board with a member of the FPL
16 team.

17 I am going to -- interior design firms -- in
18 West Palm Beach, and also have lived in West Palm
19 Beach for over 60 years.

20 At my home, FPL -- it's, you know, provides
21 AC -- ice cream and food for my family and power
22 for my TV, my cell phone -- and, you know, I think
23 that's really important for us.

24 My home has always been located in the -- side
25 of West Palm Beach, and we have been subjected to

1 storms and hurricanes throughout my life. We have
2 experienced plenty of power outages because of the
3 storms, but we are always pleasantly surprised --
4 at grocery store in our community.

5 I thought it would be a little helpful to
6 share my experience with FPL from my business
7 perspective. Our design firm is -- currently has
8 about 100 development and construction projects --

9 MR. TRIERWEILER: Sir, go ahead and pause your
10 testimony.

11 If you are not currently speaking, please
12 place your phones on mute.

13 Ms. Spina, please continue.

14 MR. SPINA: Okay. Yeah, I am just going to
15 share, my design firm is involved in over 100
16 commercial development and construction projects
17 every year and the, you know, project budgets on
18 those are usually a couple hundred thousand up to
19 several hundred thousand dollars in construction
20 costs, and most of these projects FPL -- provider.

21 The work usually includes -- electric service,
22 providing service to our projects. It's usually
23 fairly complicated -- the way in which the power is
24 provided, but also the schedules. The schedules
25 are a really critical part of all of these

1 projects.

2 So overall, I think that success is wonderful
3 -- needed with power. We have, you know -- so
4 project managers -- our projects, but we have had a
5 number of examples where project managers have
6 other projects. That transition has always been --

7 With regards to this hearing, I guess I am --
8 and in our experience with all of our -- of the
9 electric, the end of the project -- it's usually
10 more about getting the power -- with regard to --
11 FPL has always been -- support their rate increase.

12 MR. TRIERWEILER: Thank you.

13 Our next customer is Gregory Kern. Gregory
14 Kern, are you on the line?

15 All right. We are going to move on. Just to
16 let you know, if you have to step away, or you are
17 having trouble unmuting, we will come back at the
18 end of the list and catch you at that time.

19 Moving on to Mark Litten, please.

20 All right. The next customer is Adam Wright,
21 followed by Colby Peters and Kelly Owens.

22 Adam Wright.

23 PUBLIC COMMENT

24 MR. WRIGHT: Thank you, Commissioners. My
25 name is Adam Wright. Can you hear me?

1 MR. TRIERWEILER: Yes.

2 MR. WRIGHT: Okay. I reside at 132555 61st
3 Street in West Palm Beach. I am an FPL customer.

4 I am not here today really to speak to the
5 rate case. I, as a consumer, would really prefer
6 my bill not be raised unnecessarily, however, I was
7 asked by a friend of mine who is an FPL employee to
8 call in and speak to the quality of service based
9 on what I have experienced.

10 Prior to moving to Florida nine-and-a-half
11 years ago, I lived in Texas for 10 years, which
12 interestingly where the electricity market was
13 deregulated.

14 As I said I have been here in Palm Beach
15 County for nine-and-a-half years, and as far as the
16 quality of service, by my count, there has been at
17 least six hurricanes that have hit the Palm -- or
18 the Florida area since then, of which I think I
19 lost power it for maybe a day, not even a day
20 during that time, so that's pretty impressive to
21 me.

22 Otherwise, the three areas I would like to
23 highlight that were pretty impressive to me on FPL,
24 in 2023, there was an effort in my neighborhood to
25 move the electricity lines from on the poles to

1 underground to increase the reliability. I was
2 particularly impressed, although, it was a
3 contractor that FPL had selected. I was able to
4 work with the contractor to basically have the
5 lines installed underground all the way to my house
6 in the manner that I wanted and was already
7 somewhat in place, which was not per the original
8 plan. So I was very happy with the way FPL worked
9 with me to have the lines installed the way I would
10 like. And I have not lost power since they went
11 underground, by the way.

12 In February 2024, my wife purchased an
13 electric vehicle, and so we took part of the FPL
14 Evolution Home Charger Program, and I have been
15 thoroughly impressed with that as well. Once
16 again, it was a third-party vendor coming in, the
17 support that we had received when we did start
18 having trouble with the charger, whether it be WiFi
19 connectivity or possibility issues with the
20 vehicle, I thought were handled very well by FPL.
21 After about a year we had an issue, we were able to
22 get a new charger.

23 Finally, I am also part of the SolarTogether
24 program, and I have been pretty impressed with that
25 as well.

1 Thank you.

2 CHAIRMAN LA ROSA: Thank you.

3 MR. TRIERWEILER: Thank you.

4 Next up is Colby Peters. Colby Peters?

5 Moving on to Kelly Owens.

6 Next up is Johann Moore.

7 PUBLIC COMMENT

8 MR. MOORE: Good afternoon, Commissioners. I
9 am at 717 Jefferson Avenue on Miami Beach, within
10 the Flamingo Park neighborhood, notably a historic
11 district. I live in a contributing building.

12 Contributing buildings in historic districts
13 are typically affordable naturally occurring
14 affordable housing, and I want to comment on the
15 proposed rate increase from an oblique angle.
16 Namely we believe the community group, which I
17 cofounded, Marine Court Community, and many of my
18 neighbors generally -- that a universal rate
19 increase is regressive and we would advocate for a
20 rate increase which falls disproportionately upon
21 higher income ratepayers and which avoids
22 furthering displacement of vulnerable working
23 households.

24 That being said, I will make a positive
25 comment about the new cement high utility poles,

1 which certainly seem to help with reliability on
2 the beach. I would urge that approval of future
3 rate increases be tied to a broad commitment by FPL
4 to pursue large-scale solar and battery complexes.

5 Thank you very much.

6 MR. TRIERWEILER: Thank you.

7 Chairman, according to my list, the next
8 person, Phillip McDaniel, has not previously sworn.

9 CHAIRMAN LA ROSA: Correct.

10 Is Phillip McDaniel on the line?

11 MR. McDANIEL: Yes, I am.

12 CHAIRMAN LA ROSA: Sir, excellent. Thank you.
13 Our records that you have not sworn in.

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

16 MR. McDANIEL: Yes, I do.

17 CHAIRMAN LA ROSA: Excellent, thank you. You
18 are recognized, sir, when you are ready.

19 PUBLIC COMMENT

20 MR. McDANIEL: Okay. Thank you. Thank you,
21 Commission. My name is Phil McDaniel. I live at
22 229 North Forest Dunes in St. Augustine, Florida.
23 I own a business, and I have been a commercial
24 customer with FPL since 2011, and a residential
25 customer since 1983.

1 We operate our business, we operate a tourist
2 attraction in downtown historic St. Augustine, and
3 host thousands of customers every year, and we rely
4 heavily on FPL to provide consistent power to
5 operate our business.

6 I noted in the beginning the word reliable as
7 part of your mission, and I can testify without a
8 doubt that reliability is, indeed, a hallmark of
9 our experience with FPL.

10 Our historic city floods regularly. For any
11 of those who have been to St. Augustine, you know
12 how close we are to the ocean. The service we
13 receive from FPL has been remarkably consistent,
14 and in spite of the challenges of flooding during
15 storms, we have been able to operate our business
16 with rare exceptional closings. I think I can
17 count on one hand since opening our business that
18 we have had to close for outages, and it's always
19 been for hurricanes.

20 We have benefited certainly from the
21 structural investments made by FPL in replacing to
22 concrete feeder poles in our neighborhood. In our
23 residence, we enjoy the benefit of underground
24 service in the last two years since moving here and
25 have not had a single outage, I think with the

1 exception of one hurricane. So, again, I want to
2 thank you for making those investments.

3 And if I could just add one more thing. My
4 wife and I recently been blessed with two
5 grandchildren, and we really appreciate FPL's
6 investment in solar, and we look forward to the
7 clean method that this would bring to making
8 Florida's future brighter for them.

9 That's really all I have to say. I have been,
10 you know, a great customer. Obviously, I would
11 like to have the rate increase as minimal, but I
12 understand the cost of business has gone up
13 everywhere and you guys got to do what you got to
14 do, but I am very grateful to FPL and their
15 service.

16 Thank you.

17 CHAIRMAN LA ROSA: Thank you.

18 MR. TRIERWEILER: Thank you.

19 Next up is Noah Bailey, followed by Katherine
20 Koch and Kevin Harvey.

21 Noah Bailey. Noah Bailey, if you are on the
22 line, you can present your testimony.

23 Moving on to Katherine Koch.

24 PUBLIC COMMENT

25 MS. KOCH: Good afternoon, Chairman and

1 Commissioners. My name is Katherine Koch. I live
2 at 414 Southwest 11th Street, Ft. Lauderdale,
3 33315. I am an FPL customer, and I sit on a few
4 local boards with some FPL employees.

5 I have been a resident of Broward County for
6 35 years, and I support FPL's rate request
7 beginning in 2026 for the following reasons:

8 First, FPL is reliable. I trust them. On a
9 personal level, they demonstrate their commitment
10 to providing quality and responsive service. I
11 never have to wonder if my lights or my air
12 conditioning will be on when I get home.

13 Once, when the power went out during an outage
14 in our neighborhood, it was, like, for 45 minutes
15 before I saw an FPL truck and the team fixing the
16 lines, and only 20 minutes later that the power was
17 back on.

18 As a business owner I understand that no
19 company is immune to inflation. FPL supplies low
20 cost electricity when compared to other utilities
21 in Florida, and our last rate increase was four
22 years ago.

23 All businesses are being hit with increased
24 costs for labor and materials. How long do we
25 expect for them to hold rates while still providing

1 outstanding service?

2 And, last, I worked at Broward County Schools
3 for several years and watched FPL frequently
4 partner with the school district to help our
5 students. Recently, FPL volunteers wrote a book
6 for young students to spark an interest in reading
7 at Watkins Elementary School in Pembroke Park, and
8 they helped beautify the front entrance. This was
9 a heartwarming example of effective community
10 outreach that made a positive difference to our
11 kids from our utility company.

12 I appreciate the efforts to FPL to keep our
13 homes and businesses running smoothly, and I hope
14 that you will approve their requested rate
15 increase.

16 Thank you.

17 MR. TRIERWEILER: Thank you.

18 Next we would like to hear from Kevin Harvey.

19 PUBLIC COMMENT

20 MR. HARVEY: Good afternoon, Commissioners.
21 My name is Kevin Harvey. I live at 300 Flagler
22 Boulevard, St. Augustine. I have been an FPL
23 customer over 40 years now.

24 At this time, I have not taken a position on
25 whether I am for or against an increase in rates.

1 We all hope that the Florida Public Service
2 Commission keeps the consumers costs in mind and
3 manageable, and yet provides a reasonable profit to
4 the utility.

5 I am retired now, but as a past manager of the
6 St. Johns County Airport Authority, I worked in
7 close cooperation with various departments and
8 emergency response teams within FPL and its
9 contractors in preparation and staging of response
10 crews of the Northeast Florida Regional Airport.
11 So I have a pretty good understanding of how those
12 operations work and what those linemen and others
13 do. It's pretty incredible to be a part of that to
14 see a part of what is involved.

15 In my home life, I have had several
16 interactions over the years, like most people
17 probably do at some point, whether it was due to
18 major storm outages that left our home without
19 power for a week or so, it happened several times,
20 or just a simple problem with a house meter that
21 got resolved rather quickly. The folks that I have
22 always dealt with have always been professional, to
23 say the least. So I have a positive overall view
24 of my service provider.

25 The hardening of power poles and upgrades to

1 substations in recent years I think has been a
2 tremendous improvement, especially in my
3 neighborhood, in my area. I encourage FPL to
4 continue to be innovative and cost conscious in
5 improving the infrastructure for its company, and
6 to continue to support the excellent service
7 personnel that have helped my community when in
8 need. I encourage the Commission to be fair,
9 objective and reasonable.

10 That's all I have. Thank you.

11 MR. TRIERWEILER: Thank you.

12 CHAIRMAN LA ROSA: Thank you.

13 MR. TRIERWEILER: All right. Next we are
14 going to hear from Truly Burton, followed by Chris
15 Schmidt and Scott Maynard.

16 Truly Burton.

17 PUBLIC COMMENT

18 MS. BURTON: Good afternoon, Mr. Chairman.
19 Can you hear me okay?

20 CHAIRMAN LA ROSA: Yes, loud and clear.

21 MS. BURTON: Okay. Thanks so much.

22 My name is Truly Burton. I am the Executive
23 Vice-President of the Builders Association of South
24 Florida, with offices at 111 Northwest 183rd Street
25 in Miami Garden, Florida, and we are FPL customers.

1 BASF is a trade association with about 300
2 company and corporate members, and we have been in
3 business for the past 80 years. All we do here at
4 BASF is legislative advocacy, and we facilitate
5 builders' plans and permits and power connections
6 with various institutions and service providers,
7 including Miami-Dade County, City of Miami and, of
8 course, FPL.

9 Our members include big builders, big up, as I
10 call them, related, you know, related searching for
11 investments which are highrise folks and big out,
12 which is Lennar Homes, DR Horton Homes and similar.

13 We have had, over the past two years, an
14 annual webinar with FPL how to work more
15 effectively together with FPL. We have had any
16 place between 40 to 70 builders on the call, and
17 our members learned the latest about FPL's service
18 providers, their newest portals, how to connect
19 faster and more efficiently depending on their
20 particular project's specific needs. We have had
21 FPL executives participate on our speakers panels,
22 and we have gotten great information.

23 So it's been a very positive experience. FPL
24 was very forthcoming the first time we tried it,
25 and it's been an important and positive

1 information, positive relationship for us, and they
2 are great partners. We couldn't be happier, so
3 thank you.

4 MR. MARSHALL: Mr. Chairman?

5 CHAIRMAN LA ROSA: Yes, sir.

6 MR. MARSHALL: A quick follow-up question, Ms.
7 Burton. Is FPL on your Board of Directors?

8 MS. BURTON: Yes, they are. I apologize for
9 not having said that. They are members of BASF. I
10 don't -- they do not sit on my board, but they are
11 members of BASF. Yes, sir.

12 MR. MARSHALL: Thank you.

13 MR. TRIERWEILER: Next we will hear from Chris
14 Schmidt, please.

15 PUBLIC COMMENT

16 MR. SCHMIDT: Good afternoon, Commissioner.
17 My name is Chris Schmidt.

18 MR. TRIERWEILER: Go ahead.

19 MR. SCHMIDT: Okay. Thank you very.

20 Okay. My name is Chris Schmidt -- drive in
21 St. Augustine, and I really -- for -- with regards
22 to rate hikes that I -- and -- parties -- speak to
23 you as a homeowner -- past decade in two homes,
24 both Anastasia Island -- FPL being my customer
25 service -- I cannot be happy -- response -- has --

1 and in past hurricanes over -- we our only -- and
2 especially talking to other power services --
3 response to outages, repairs and -- timely -- my
4 expectations in repairs and -- utilizing a lot of
5 their -- energy over the past 18 -- I have been
6 able to -- from 500 to just under 300 and am happy
7 with a 3,200-square-foot home. And -- I couldn't
8 be more pleased with working -- in restoring our
9 hospital as quickly as they did.

10 So I am satisfied. Again, I know that -- rate
11 hike increase, and I put it in their hands to do
12 so, but from a -- investments -- place for services
13 to continue the way they are currently. Also FPL's
14 investment --

15 Thank you very much for your time.

16 CHAIRMAN LA ROSA: Thank you.

17 MR. WATROUS: Thank you.

18 And the next three customers will be Scott
19 Maynard, Milton Block and Beth McIntire.

20 Scott Maynard, you are recognized.

21 PUBLIC COMMENT

22 MR. MAYNARD: Hello. My name is Scott
23 Maynard. I live at 59 Oak Shadow Place in
24 St. Johns, Florida. I am the Senior Vice-President
25 for Economic Development for the St. Johns County

1 Chamber of Commerce. For full disclosure, FPL is a
2 member of the St. Johns County Chamber of Commerce,
3 and Jim Bush, North Region External Affairs at FPL,
4 is on our Economic Development Council board.

5 There are many positive attributes of FPL that
6 I could address, but a couple stand out. In St.
7 Johns County, the Chamber of Commerce is
8 responsible for the state of Florida emergency
9 service function 18 during a storm or other natural
10 disasters. I have personally been the
11 representative for ESF 18 three times in the past
12 few years when the Emergency Operations Center has
13 been activated. A representative from Florida
14 Power & Light has been stationed at the Emergency
15 Operations Center in person during each of those
16 storm events, navigating outages when they
17 occurred, but more importantly, providing
18 up-to-date information for first responders and
19 citizens.

20 FPL's investment in hardening their
21 infrastructure on their grid and enhancing the
22 quality of service has made a significant impact in
23 the overall resiliency of the grid. Even during a
24 major storm event, outages have been minimal, and
25 the duration when they occur has been short.

1 FPL has also been a tremendous partner in
2 keeping up with our county's rapid growth. During
3 COVID, at one point, we were the fourth fastest
4 growing county in the state -- in the nation, and
5 the fastest growing county in the state. We
6 currently have a new school being built every year
7 for the next decade, and there are 75
8 infrastructure projects taking place right now.

9 We appreciate FPL staying ahead of the curve
10 in helping us address this rapid growth and
11 continued development.

12 CHAIRMAN LA ROSA: Thank you.

13 MR. TRIERWEILER: Thank you.

14 Next we will hear from Milton Block, followed
15 by Beth McIntyre and Nicholas Mazorra.

16 Milton Block. Milton Block, are you on the
17 line?

18 Moving on to Beth.

19 MR. BLOCK: Yes, my name is Milton.

20 MR. TRIERWEILER: Go ahead.

21 PUBLIC COMMENT

22 MR. BLOCK: Yes. My name is Milton J. Block.
23 My nickname is Ship. I am the former Mayor of
24 Jupiter Inlet Colony, Florida. I live at 101
25 Lighthouse Drive in Jupiter Inlet Colony, and I am

1 a customer of FPL.

2 I just want to say that I have lived in
3 several different parts of the country, and I think
4 FPL does an outstanding job on both price and
5 service. It is the best I have seen in my 80
6 years. I am also very appreciative of FPL's
7 excellent record of protecting the environment the
8 best record of any utility in the country.

9 Thank you.

10 MR. TRIERWEILER: Thank you, sir.

11 Next we will hear from Beth McIntyre.

12 PUBLIC COMMENT

13 MS. McINTYRE: Good afternoon. I am -- I
14 reside at 1829 Plantation Circle Southeast, in Palm
15 Bay, Florida. I have been an FPL customer for 45
16 years, and I have had nothing but exemplary service
17 from them. Case in point, this happened a few
18 years ago. We had a house fire where we lost the
19 entire home. Due to circumstances we rebuilt. We
20 were running a very strict timeline. I talked to
21 customer service and explained the financial
22 implications that would come up if we did not get
23 our insur -- our electricity installed in time.
24 They listened. They came through. We got
25 everything done in time. I have had nothing but

1 great luck with them, and I really appreciate
2 everything that they have done through the years.

3 On a side note. Many years ago, my dog had
4 gotten loose, and all of a sudden -- and that was
5 unbeknownst to us. All of a sudden there was a
6 knock at the door. There was an FPL employee there
7 with my dog who had used his sandwich to lure my
8 dog into the car. He looked around the
9 neighborhood, asked who the dog belonged to, and
10 brought her home to us to make sure that she did
11 not get hurt. I had written a letter to FPL saying
12 what wonderful people that they hire, and the fact
13 that they cared so much about the community, and
14 that I am very, very thankful.

15 So in my instance, I have no problem with the
16 rate increase because I think it's necessary to
17 maintain everything that we talk about here. So
18 thank you very much.

19 MR. TRIERWEILER: Thank you.

20 Next we will hear from Nicholas Mazorra,
21 please. Nicholas Mazorra?

22 All right. Moving on, we are going to hear
23 from Jerome Fletcher, followed by Daniel
24 Fitz-Patrick and Alike Esperson.

25 Jerome Fletcher.

1 MR. FLETCHER: Hello.

2 MR. TRIERWEILER: Go ahead.

3 PUBLIC COMMENT

4 MR. FLETCHER: Thank you, Mr. Chairman. This
5 is Jerome Fletcher. I am City Manager of North
6 Port, Florida, and I want to recognize and
7 appreciate the essential role that Florida Power &
8 Light plays in ensuring reliable, resilient and
9 responsive electrical service to our community of
10 nearly 100,000 people, as well as others in the
11 state of Florida.

12 While a rate increase is always one of
13 thoughtful consideration, we believe FPL's
14 demonstrated performance, especially in times of
15 crisis very strong support. The very recent major
16 hurricanes, including Hurricanes Ian, Debby, Helene
17 and Milton, FPL restored power to hundreds of
18 thousands of Floridians in record time. In North
19 Port, they mobilized resources rapidly,
20 communicated clearly, and worked around the clock
21 to restore power, often under extremely challenging
22 conditions.

23 Their deployment of pre-staged resources,
24 mutual aid crews and innovative technology help
25 shorten outage times and maintain public safety

1 during emergencies.

2 FPL staff have also walked with myself the
3 streets of my city and neighborhoods helping to
4 resolve outages and challenges, and it was
5 invaluable to our people, who were under serious
6 stress at the time, to see city leadership and FPL
7 in their community following a hurricane.

8 The rapid power restoration reduces economic
9 disruption for our residents and businesses. This
10 is critical in high growth communities like ours,
11 which has been named the second fastest growing
12 city in the country, where infrastructure
13 continuity supports recovery.

14 FPL's efficient post hurricane operations
15 enables our city to reopen facilities, resume
16 public services and support vulnerable populations
17 more quickly. The proposed rate increase will
18 increase -- will support FPL's ongoing --

19 UNIDENTIFIED SPEAKER: Hello.

20 MR. FLETCHER: Hello? In -- sorry -- in
21 undergrounding power lines, grid hardening and
22 smart grid technology initiatives that directly
23 benefits storm prone regions like North Port.

24 These improvements are not just about faster
25 restoration. They will prevent outages in the

1 first place, saving money and reducing hardships
2 over time.

3 FPL has been a responsive, engaged partner in
4 our city, not only during a crisis, but year-round.
5 They support community events, coordinate emergency
6 management teams. Our area manager they -- on our
7 second year as chair of our economic development
8 corporation for the county, which has nearly
9 500,000 residents.

10 Finally, thank you, sir, for your time. We
11 appreciate it, and would like to give our public
12 support for FPL during their rate increase efforts.

13 Thank you, sir.

14 CHAIRMAN LA ROSA: Thank you.

15 MR. TRIERWEILER: Daniel Fitz-Patrick.

16 PUBLIC COMMENT

17 MR. FITZ-PATRICK: Good afternoon. I am Dan
18 Fitzpatrick, Director of Planning and Project
19 Development at Seaport Manatee. Seaport Manatee of
20 Southwest Florida's primary seaport supports eight
21 million residents and a majority of Florida's
22 142 million annual visitors. The port community
23 supports 4,000 direct jobs and 42,000 total jobs in
24 Florida.

25 Of Seaport Manatee is an FPL customer and FPL

1 recommended that the port participate in these
2 proceedings.

3 The port offers the following comments for
4 FPL's petition for a base rate increase:

5 As a regional economic engine for southwest
6 Florida, the port has a strong interest in ensuring
7 that utility rates remain fair, reasonable and
8 reflective of both the economic realities faced by
9 Florida's communities and the ongoing need for
10 reliable --

11 FPL's proposal includes major -- general
12 service and large demand tariff, which applies to
13 several of the port's --

14 CHAIRMAN LA ROSA: Mr. Fitz-Patrick, if you
15 don't mind just pausing your testimony for a
16 second.

17 If you are also on the line, do you mind
18 please placing your phone on mute. It can
19 interrupt with the testimony that's currently being
20 provided. So please place your phones on mute.

21 I apologize, Mr. Fitz-Patrick. Please go
22 ahead and continue your testimony.

23 MR. FITZ-PATRICK: FPL's proposal includes
24 major increases to the general service large demand
25 tariff, which applies to several of the port's

1 accounts. The board has historically used over \$1
2 million worth of electricity a year. FPL's
3 proposal would significantly increase operating
4 expenses for port users. These increased expenses
5 will be directly passed on to customers of the port
6 including Florida's state and local governments,
7 Florida families and Florida businesses.

8 In other words, in addition to FPL's proposal,
9 that would directly increase expenses for Florida's
10 family and businesses through their own electric
11 bills, Florida's families and businesses would also
12 have to assume increased cost for cargo coming
13 through the port, such as bananas, avocados --

14 As a critical facility, the port sincerely
15 appreciates the reliable and responsive electric
16 service FPL provides both during and after
17 hurricane season.

18 The port understands the federal regulatory
19 commission requires transmission providers to
20 conduct long-term planning for regional
21 transmission facilities. As demonstrated in other
22 U.S. regions, long-term planning for regional
23 transmission facilities has the potential to both
24 achieve cost savings and increase the resiliency of
25 distribution systems. Port recommends that the

1 Florida Public Service Commission evaluates FPL's
2 final long-term plan for regional transmission
3 facilities prior to approval of any proposed rate
4 increases.

5 In conclusion, the port sincerely appreciates
6 the reliable and responsive electric service FPL
7 provides and the opportunity to provide comments
8 regarding FPL's petition for a base rate increase.

9 Thank you.

10 CHAIRMAN LA ROSA: Great. Thank you for your
11 testimony.

12 Again, just as a reminder, and I know I have
13 offered this a few times. Please have your phones
14 put on mute if you are not the person providing
15 testimony. As you can hear, it is very distracting
16 and interferes with the direction that the
17 testimony may be being provided as. So please put
18 your phones on mute, or try to discount any
19 exterior noise that may be interrupting.

20 Thank you.

21 MR. TRIERWEILER: The next customer is Alike
22 Esperson.

23 PUBLIC COMMENT

24 MS. ESPERSON: Thank you. I am speaking on
25 behalf of the CLEO Institute, 2937 Southwest 27th

1 Avenue, Miami.

2 First I want to thank the Public Service
3 Commission for the public to be heard. Part of the
4 reason the Public Service Commission exists is to
5 protect people from monopoly interests since we
6 don't have a choice where we get our power --
7 switch on the lights.

8 I am here to oppose the rate hikes -- in U.S.
9 history. Again, the largest in U.S. history. In
10 the opening statement, an FPL representative claims
11 that they always -- can always do better, and I
12 agree, they could -- let's look at the facts. The
13 truth is that more than 70 percent -- still comes
14 from -- gas, also known as natural gas, a fossil
15 fuel that traps over 80 percent more heat than
16 carbon dioxide. These emissions are fueling the
17 climate's -- across our state. FPL not only
18 perpetuates -- from those impacts, while regular
19 people bear the burden of -- extreme heat and
20 intensified hurricanes while paying higher bills.

21 As a young woman, I question if I can have --
22 like investor-owned utilities have a license to
23 harm that continues to put our futures at risk.
24 Enough is enough. Floridians -- hit low-income
25 households the hardest. Majority of them have no

1 clue that this is happening and that there is
2 anything they can do about it.

3 Commissioners, please, you are the only --
4 that can stop this rate hike. Please do the right
5 thing and put people over profit.

6 Thank you.

7 MR. TRIERWEILER: Thank you.

8 The next person to speak will be Ross
9 Kelsonpetit, Alexandra Hughes will follow, and Gary
10 Testa.

11 Ross Kelsonpetit. Ross Kelsonpetit, this is
12 your opportunity to provide testimony today.

13 Moving on to Alexandra Hughes.

14 Moving on to Gary Testa.

15 PUBLIC COMMENT

16 MR. TESTA: My name is Gary Testa. My address
17 is 449 Ocean Grove Circle in St. Augustine Beach.
18 I am a residential customer of FPL.

19 To the Florida PSC Commissioners and
20 Commission staff, the tremendous work you do on
21 behalf of the public and for this opportunity to
22 speak is very special, thank you. I have been a
23 FPL SolarTogether customer for about four years,
24 and I would like to share my customer experience
25 with you.

1 While I am only one of 126,000 SolarTogether
2 customers, I happen to live about 15 miles from the
3 Trailside Solar Energy Center in Elkton, and
4 several times a week I cycle past the center on the
5 bike trail that runs adjacent to the solar center.
6 My subscription to roughly 43 solar panels is
7 presently producing a monthly credit that
8 annualizes to about \$100, and has produced avoided
9 CO2 emissions in excess of 10 tons.

10 Whether or not you believe that rising
11 atmospheric carbon emission levels are having a
12 detrimental effect on our climate, we all hopefully
13 appreciate the vital importance of energy
14 independence for national security and economic
15 reasons. It is not a question of whether we will
16 deplete domestic economically producible fossil
17 fuel supplies, it is only a question of when it
18 will occur.

19 So that is one of the reasons why I was
20 attracted to FPL's SolarTogether program, and why I
21 am a fan of FPL's -- zero goals to eliminate carbon
22 emissions in Florida, and I want to thank the
23 Commission for its foresight and support for energy
24 diversification especially solar for the benefit of
25 Florida residents.

1 I also appreciate that as a SolarTogether
2 customer, I never have to climb on my roof to
3 install or maintain solar panels, and I can take
4 advantage of FPL's expertise and purchasing power
5 in providing me with the reliable, safe and
6 economic solar option.

7 I have recently been following a concerned
8 raised by some folks that solar centers are
9 contributing to a loss of farmland, and I am very
10 encouraged by FPL's initiative to demonstrate the
11 viability of solar coexistence with farmland
12 through agrivoltaics involving the co-location of
13 energy centers with agriculture on the same parcel
14 of land along with cattle grazing, sheep grazing or
15 crops. In my mind, this environmental symbiotic
16 relationship lending energy generation and farming
17 can actually slow down to the rate of loss of
18 farmland rather than contribute to it.

19 I have reviewed the impacted of the FPL
20 four-year rate plan on me, and I believe the impact
21 is reasonable for the reliable service I have
22 received.

23 That concludes my comments, and thank you once
24 again for the opportunity to speak.

25 MR. TRIERWEILER: Thank you.

1 All right. Up next is Gloria Romero Roses,
2 followed by Mary Gutierrez and Claudia Miro.

3 Let's hear from Gloria Romero Roses, please.

4 PUBLIC COMMENT

5 MS. ROSES: Good afternoon. My name is Gloria
6 Romero Roses. My address is 808 Brickell Key Drive
7 in Miami. I am a residential and commercial
8 customer of FPL over 30 years. Thank you so much
9 for the opportunity to speak today regarding FPL's
10 request for a rate increase.

11 I have been an owner/operator of a 52-bed
12 standard license assisted living facility in
13 Pinellas County. I am a currently an operator and
14 owner of a Massage Envy clinic in Miami-Dade
15 County. And as a small business owner, I
16 prioritize my business being profitable because
17 that's how I make sure that it will be a viable
18 business for my clients and my employees. But
19 before I raise rates for my clients, I look at how
20 I can make my business more efficient. And in the
21 case of my assisted living, I actually would help
22 my residents use my facility more efficiently to
23 reduce the cost of my operations.

24 So FPL's intention to earn a fair rate of
25 return on its investment on the face seems

1 reasonable. However, when I research deeper, it
2 become obvious that FPL is taking advantage of
3 Floridians like myself.

4 And then also Southern Alliance for Clean
5 Energy reported in January of 2025 that FPL is
6 under investing in efficiency, and there are
7 abundant low cost efficiency resources available
8 now.

9 The efficiency performance of southeastern
10 utilities in 2023 shows that the average southeast
11 utility achieves .21 percent, whereas, FPL is
12 achieving .05 percent in that year.

13 So I urge the Public Service Commission to
14 reject this rate increase, and I strongly encourage
15 FPL to do what I have done in my own business,
16 which is seriously pursue energy efficiency efforts
17 and generate more to their bottom line by helping
18 their customers realize energy efficiency in their
19 homes and businesses.

20 Finally, we all know that Floridians are
21 struggling with an affordability crisis. Energy
22 efficiency is widely recognized as the best
23 strategy for reducing high energy burden. At a
24 time when myself and my fellow Floridians are
25 bearing the brunt of the affordability crisis on

1 multiple fronts like housing, insurance and food, I
2 respectfully request that this rate increase be
3 denied, and that FPL focus on being proactive and
4 constructive in pursuing increased efficiency
5 savings goals that actually reduce customer energy
6 bills.

7 Thank you for your time.

8 MR. TRIERWEILER: Thank you.

9 Mary Gutierrez, please.

10 PUBLIC COMMENT

11 MS. GUTIERREZ: Hi. Yes. This is Mary
12 Gutierrez. I represent Earth Ethics, and we are
13 based in the Panhandle of Florida, specifically
14 Pensacola.

15 FPL is proposing the largest rate hike in U.S.
16 history, nearly 10 billion over the next four
17 years, and this comes as Floridians are already
18 facing skyrocketing costs for rent, food, insurance
19 and other necessities. The rate hike would impact
20 over six million households in FPL's service area.

21 In the past five years, FPL customers have
22 seen -- over approximately \$400 annually. Under
23 this new plan -- could pay \$400 more each year on
24 their electric bills. FPL demands 11.9 percent
25 return on its equity, much higher than the national

1 average of 9.6 -- corporate profits at customers
2 expense. This is going to impact families
3 already -- rising cost of living and facing -- who
4 will face even greater economic hardships
5 potentially forcing choices between essentials like
6 food, health care and housing.

7 Small businesses, which are the backbone of
8 Florida's economy, will struggle with higher
9 operational costs, making it harder to stay
10 competitive. Low-income households and seniors can
11 be hit harder, worsening energy insecurity and
12 financial instability. The increased utility costs
13 will strain office, schools and local government --
14 to budget shortfall and reduce local services.

15 I guess as a reminder, service commissions,
16 which mission is to ensure safe and reliable
17 affordable utility service, has instead become a
18 rubber stamp for corporations like FPL. It's sad,
19 the Florida Supreme Court recently questioned the
20 PSC's approval of the 2021 rate -- finding that
21 that the decision lacked proper -- and based on
22 what I have heard today, I believe the same thing
23 is -- again.

24 Thank you. That's all I have to say. I do
25 not support the rate increase.

1 MR. TRIERWEILER: Thank you.

2 Claudia Miro, please.

3 PUBLIC COMMENT

4 MS. MIRO: Good afternoon, Commissioners. My
5 name is Claudia Miro, and I am a proud resident of
6 the City of Coral Gables, and a lifelong customer
7 of FPL.

8 I am here today to voice my support for
9 Florida Power & Light's proposed rate increase. As
10 someone who works from home, reliable electricity
11 is essential to my daily life. I am grateful that
12 FPL provides a level of dependability that I can
13 count on, and I see that reliability being
14 strengthened all the time.

15 Just recently, FPL crews are constantly
16 present in our neighborhood, upgrading the poles,
17 modernizing infrastructure and ensuring the system
18 can stand up to south Florida storms. These are
19 just routine tasks. They are critical improvements
20 that make our home and families safer.

21 But beyond delivering electricity, FPL shows
22 up for our community in meaningful ways. Through
23 their FPL Cares Program, they surprised some of our
24 elderly neighbors retired military veterans in
25 their 80s by decorating their homes with holiday

1 lights in a beautiful Americana theme. That's not
2 just customer service. That's community service.

3 I hear a lot of folks talking about, you know,
4 the financial burdens that are going on.
5 Electricity is not one of those things that we can
6 cut back on. This is the kind of service that we
7 rely on, and FPL isn't just a utility company that
8 sends a bill. They are a partner in our
9 neighborhood, and if a modest rate increase means
10 continuing this level of commitment, both in
11 service and in spirit, I fully support it.

12 Thank you for your time and for the
13 opportunity to share my experience with FPL. Thank
14 you.

15 MR. TRIERWEILER: Thank you.

16 Chairman, I have Abigail Motsch up next, but
17 my list indicates that she may not have been
18 previously sworn.

19 CHAIRMAN LA ROSA: Correct. Madam, are you on
20 the line? Is it Abigail, is it Motsch?

21 MS. MOTSCH: Yes.

22 CHAIRMAN LA ROSA: Excellent. As was
23 indicated, our information before us does not show
24 that you were sworn in.

25 (Whereupon, Chairman La Rosa administered the

1 oath.)

2 MS. MOTSCH: I do.

3 CHAIRMAN LA ROSA: Excellent. Thank you.

4 You are recognized, Madam, when you are ready.

5 PUBLIC COMMENT

6 MS. MOTSCH: Thank you. Good afternoon,
7 Commissioners. My name is Abby Motsch, and I am
8 here on behalf of BP Pulse, the electrification
9 brand for BP Products North America, Inc. Our
10 headquarter office is 30 South Flagler Drive,
11 Chicago, Illinois. We are a commercial customer
12 working with FPL to bring electric vehicle charging
13 stations to existing retail stations at several
14 locations in FPL's service territory. Thank you
15 for your time to allow BP Pulse to testify to the
16 quality of service we have received from Florida
17 Power & Light.

18 BP Pulse' existing footprint under the
19 jurisdiction of the Florida PSC includes the
20 current operation of eight direct current fast
21 charging stations, providing a total of 44
22 individual publicly available charging bays capable
23 of collectively delivering over 5,000 kilowatts of
24 power to Florida EV drivers, with several more on
25 the way. We serve a wide range of users, from

1 daily commuters to long distance travelers. This
2 infrastructure is part of our ongoing commitment to
3 expanding and enhancing the EV charging landscape
4 in the state of Florida.

5 BP Pulse has aimed to set the standard of
6 excellence in EV charging solutions. Our
7 collaboration with our various utility partners in
8 Florida, including FPL, has been no exception. I
9 would like to commend the efforts of FPL and
10 fostering an environment conducive to growth and
11 innovation in this sector. This partnership with
12 FPL has enhanced our ability to develop
13 high-performing EV charging stations. Some of BP
14 Pulse' best performing sites are located across
15 Florida within Florida PSC jurisdiction.

16 FPL has significantly improved our project
17 planning and information collection through the
18 assignment of a dedicated new business lead. This
19 dedicated resource meets with us weekly, ensuring
20 clear communication and efficient escalation of our
21 project schedule. The support from FPL has
22 streamlined the development of our projects and
23 made the process much more efficient.

24 Our dedicated account resource from FPL has
25 been crucial in enabling BP Pulse in our pursuits

1 in developing reliable and high quality EV charging
2 solutions for Florida. We commend the effort of
3 FPL for their customer support and collaboration
4 with BP Pulse.

5 Thank you for your time today.

6 MR. TRIERWEILER: Thank you.

7 Our next customer is Mary Lou Yeatts, who will
8 be followed by Benjamin Saunders and Michael
9 Ortega.

10 Mary Lou Yeatts, please.

11 PUBLIC COMMENT

12 MS. YEATTS: Hi, this is Mary Lou Yeatts. I
13 am -- I live at 3244 South Breeze Circle in
14 Melbourne, Florida, and I am an FPL customer.

15 My husband and I are fortunate to have been in
16 higher ed all our lives, so we have lived in five
17 states and have had many electrical companies. I
18 can honestly tell you that since moving here in
19 2016, we have had nothing but great service. The
20 cost of reliable and sustainable energy is very
21 important to our family, and I feel like that with
22 everything increasing, it only makes sense that FPL
23 would have to increase their rates as well.

24 We are thankful for our continued customer
25 service and the quality, and we are very -- we

1 commend our FPL here, as they have to go many other
2 places to assist others in need and communities in
3 need, and they do that. So I support the increase
4 and I am appreciative of everything they do.

5 Thank you.

6 MR. TRIERWEILER: Thank you.

7 Benjamin Saunders. Benjamin Saunders, are you
8 on the line?

9 PUBLIC COMMENT

10 MR. SAUNDERS: Yes. Thank you for giving me
11 this time to speak.

12 So I am a client, customer of FPL, and I
13 resided at 101 Dolphin Drive in St. Augustine. I
14 have also been a customer of JEA and Beaches Energy
15 over the course of past several years, so I have
16 got experience with several different providers
17 locally, and I have definitely found, especially
18 after riding out several tropical storms and
19 hurricanes in St. Augustine, that the FPL quality
20 of service is not lacking.

21 In addition to that, what I would like to
22 comment on -- nominal increase, which I fully
23 support putting back into the power grid is that we
24 have got so much growth here in infrastructure that
25 is taking place all around us, plus the storms that

1 happened, plus the inflation that's happened since
2 COVID, and now we are looking at some more economic
3 drivers with AI technology and data centers that
4 are looking at coming into Florida. So you need
5 infrastructure and -- fund that on the local level
6 for our homes and businesses, and that would be a
7 problem with quality of service potentially moving
8 down the road.

9 However, I would be cautious and concerned
10 about infrastructure proposals for large data
11 centers, and I just want to be sure that the
12 outline for that rate increase would be supported
13 by that additional infrastructure and those
14 businesses moving in to tap into the grid there,
15 rather than the local businesses and the local
16 residents paying for that.

17 So with that, I appreciate you allowing me
18 this time. Thank you very much.

19 MR. TRIERWEILER: Thank you.

20 Next up is Michael Ortega. Michael Ortega?

21 PUBLIC COMMENT

22 MR. ORTEGA: Hello. This is Mike Ortega.

23 MR. TRIERWEILER: Yes. Go ahead, Mike.

24 MR. ORTEGA: Hello. Basically I am just
25 calling in to support FPL's rate hike. Personally,

1 I have been a FPL customer the last 15 years. I
2 have nothing but good things to say about them. I
3 don't believe we have been without power for more
4 than 24 hours whenever there has been a storm.

5 So just basically that's, you know, those that
6 they have the structure in place to help get our
7 power back in, you know, a timely manner, and I
8 believe it with the right infrastructure and the
9 right, you know, tools for the job, you know, with
10 this rate hike, that will just keep, you know,
11 things going smoother, get our power back on a lot
12 sooner and, you know, basically help them, you
13 know, from within to, you know, get the right
14 equipment, the right staff, the right support
15 whatever is needed, especially from a hurricane
16 season down here in south Florida.

17 MR. TRIERWEILER: All right. Thank you very
18 much.

19 Next we are going to hear from Brittnie --

20 MR. ORTEGA: Thank you.

21 MR. TRIERWEILER: Thank you.

22 Next we will hear from Brittnie Bassant,
23 followed by Clay Patton and Brandy Gutierrez.

24 Brittnie Bassant, you are up next. Brittnie
25 Bassant?

1 All right. Moving on to Clay Patton. Clay
2 Patton, please.

3 Moving on to Brandy Gutierrez, please.

4 Nicole Plunkett. Nicole Plunkett, are you on
5 the line?

6 Next up is Mark Rosenberg.

7 Next customer is Leslie Quintanilla Lopez.
8 Leslie?

9 MS. LOPEZ: Yes, I'm here.

10 MR. TRIERWEILER: Go ahead.

11 PUBLIC COMMENT

12 MS. LOPEZ: Good afternoon. Thank you so much
13 for the opportunity. My name is Leslie Quintanilla
14 Lopez. I am an advocate for seniors and people
15 with disabilities, and AARP. I am here today to
16 express my concerns regarding the proposed increase
17 by FPL. This increase will create burdens on our
18 seniors and allow FPL -- I would ask the
19 Commissioners that would -- if this increase is
20 approved, it will affect future rate cases, not
21 only in Florida, but across the country. Everyone
22 is watching -- this request -- in the U.S. history.

23 Thank you.

24 MR. TRIERWEILER: Thank you.

25 Next up is Steven Kane followed by Melissa

1 Zolla and Chris Philbrick.

2 Steven Kane, you are up. Steven Kane?

3 All right. Moving on Melissa Zolla, please.

4 Chris Philbrick.

5 Okay. Moving on, we are going to hear from
6 Christina Pantaleo, Joe Flanigan and Jill Luke.

7 Christina Pantaleo, are you on the line?

8 Moving on to Joe Flanigan.

9 PUBLIC COMMENT

10 MR. FLANIGAN: Hi, this is Joe Flanigan. I
11 am -- in Martin County and FPL customer for over 30
12 years. And unlike, it sounds like, many of the
13 speakers representing companies and cities, I
14 represent one household, and that's my own. And
15 while the Florida Public Service Commission
16 represents a whole lot of people, I am sure they
17 appreciate being the public comments, but my main
18 on this statement is the service that's provided by
19 FPL.

20 Whether it's a transformer going out, or
21 upgrades, or hurricanes, but I am upset with FPL
22 about a generator situation. My dad lost his power
23 for, you know, about 10 hours and just demanded
24 that I put a generator in his house, and I did.
25 And since then, his power has not gone out one

1 time. So it's a terrible personal investment but
2 it FPL for him not having to use it.

3 But you want to pay for quality. You know, we
4 are talking about a rate increase. Think about how
5 many people, when you go out to eat tonight,
6 18 percent or 20 percent gratuity, and we pay it
7 because it's good service. I don't mind paying a
8 little more for good, quality service, and that's
9 what FPL provides.

10 As a disclaimer, the question from, I believe
11 counsel earlier on said that we have to share. I
12 was a school administrator and teacher for many
13 years, and over 30 years, FPL volunteers came into
14 my school. Now, am I making this statement because
15 of that? No. But it just shows their commitment
16 to the community. And as a pension holder and
17 Social Security, I still, without reservation,
18 support the rate increase by FPL.

19 Thank you.

20 MR. TRIERWEILER: Thank you.

21 Let's hear from Jill Luke.

22 PUBLIC COMMENT

23 MS. LUKE: Yes, sir. My name is Gisele Luke,
24 and I do go by Jill. I live at 7265 Belcrest Court
25 in North Port, Florida.

1 I have been an FPL customer since 1983
2 residentially. I am a former Commissioner in the
3 City of North Port, Florida, so I have worked with
4 FPL in governmental aspects. I currently work
5 with -- non-profits in that city, and I work with
6 them on the commercial basis also.

7 I was the -- interim -- local leaders in --
8 recently, and I was the one that volunteered to
9 speak today if ever they needed somebody to speak
10 about their service, and the -- that I have had.

11 The office in 19 -- or in 2022, from
12 Hurricanes -- and I know many Bart Fletcher, who
13 might have told you some stuff, but that --
14 devastated our community. FPL was right beside --

15 Now, we failed as a city in communication, and
16 so communication has become vitally important to me
17 since that point in time. And each of these cities
18 that hit, because that one hit all of us in south
19 -- that year. But then last year, your team got
20 hit by two hurricanes within two weeks of each
21 other, one being a windstorm, one being a
22 rainstorm, and even then Ian -- are three different
23 forms that FPL has to -- and I have seen them do
24 that. I have seen them -- the whole time that they
25 are improving.

1 And one of the things that I saw in
2 improvements is the marketing and the communication
3 that -- before the storm season. They keep the
4 residents calm and -- and that mental well-being
5 for the community to stay vital when it comes to --

6 So the -- is that walking in -- whether it's
7 their delivery of service or communication, it
8 makes -- but another reason for charging them is
9 because they are so open to education -- even the
10 topic that we are having today came up in that
11 meeting that I am telling you about. This question
12 and this topic came up in that hurricane meeting,
13 and they were confident, and they were not -- to
14 give a response and to give the answers that people
15 were seeking.

16 So I defend their right to defend -- open and
17 educate -- so I hear the thing going off, so I will
18 just say that they have been really beneficial to
19 the Meals on Wheels. I have been the president.
20 They have given brochures so that each of our
21 clients have information going in to the season.
22 FPL has always been community-minded and a leading
23 partner for education while building a better
24 future together. FPL is not a government -- they
25 are a utility -- more efficient future. I wish all

1 other utilities could be effective and image -- as
2 FPL as one --

3 Thank you.

4 MR. TRIERWEILER: Thank you.

5 Next up is David Andarcio, I am sorry, Daniel
6 Andarcio, Ken Metcalf and Brian Cash.

7 Go ahead, Daniel, Andarcio, please.

8 PUBLIC COMMENT

9 MR. ANDARCIO: Good afternoon, everyone. My
10 name is Daniel Andarcio. And I currently --
11 Florida, and I am an FPL customer.

12 My testimony -- no, I don't want to pay more.
13 I also understand that as a community, FPL has been
14 there for us when we needed them. And -- in
15 Florida hurricanes yearly, I understand that they
16 need upgrading the infrastructure to place above
17 ground to underground power, and I do think that
18 that is a great idea.

19 Now, I live in -- 1984 to 2024 and have been
20 through a fair share of hurricanes, including
21 Hurricane Andrew and others, and FPL always -- I
22 recently moved to Port Charlotte -- property with
23 underground service, and in last year's storms, we
24 lost power for only a few hours.

25 So if the increase goes through, I hope you

1 continue to use these resources -- the grid, help
2 us with -- and continue to keep the power on in
3 Florida.

4 Thank you.

5 MR. TRIERWEILER: Thank you.

6 Next we are will hear from Ken Metcalf.

7 PUBLIC COMMENT

8 MR. METCALF: Mr. Chair, good afternoon, and
9 Commissioners. Thank you for your time, and the
10 previous speaker took most of my time, so I am
11 going to be very brief at this point. My name is
12 Ken Metcalf. I am the Town Manager for Mangonia
13 Park in Palm Beach County.

14 I want to talk about customer satisfaction a
15 little bit. In Palm Beach County, two individuals
16 have just really -- they are the profession's best,
17 and -- to improving the state of our -- advisor and
18 our external affairs manager -- Culper (ph), two --
19 individuals I have ever known are responsive, they
20 fully and community outreach. And beyond
21 community, they are also very much helpful for the
22 individual, including, in particular, several
23 occasions has, over the phone, taken cus --
24 process -- either -- or just in general -- so these
25 two individuals, if this is representative for FPL,

1 then -- hand.

2 Utilities -- the idea that they are needed --
3 in the room you are sitting in, there is a lot
4 smarter people than I am that can figure all of
5 that out, but I get the idea that -- and we need to
6 raise rates, but I did want to talk about their
7 customer -- excellent, none better, and I
8 appreciate the time.

9 MR. TRIERWEILER: Thank you.

10 Next we will hear from Brian Cash.

11 PUBLIC COMMENT

12 MR. CASH: Good afternoon, Commissioners. I
13 speak today on behalf of Sarasota County General
14 Services. Our department manages over 400
15 buildings, anywhere from large downtown structures
16 to smaller park buildings. My department has and
17 continues to have an excellent working relationship
18 with FPL. Our representative, Jose Labrador, has
19 been nothing short of remarkable. He never fails
20 to answer my phone call or respond to an email.

21 Four years ago, we had an incident in our
22 downtown campus where we lost our main distribution
23 line. Due to an agreement that was made decades
24 ago, Sarasota County was responsible for the
25 infrastructure. It didn't matter, FPL came to our

1 rescue, got us back on-line within 24 hours, and we
2 are extremely grateful. At this moment, right, FPL
3 is running a separate feed into the downtown campus
4 for redundancy for our structures.

5 I appreciate the opportunity -- this
6 opportunity. Thank you.

7 MR. TRIERWEILER: Thank you.

8 Next up is David Schwab.

9 PUBLIC COMMENT

10 MR. SCHWAB: Thank you very much. My name is
11 Dave Schwab, and I live at 17124 Southwest 78th
12 Court in Palmetto Bay, Florida. I am an FPL
13 customer and an AARP member.

14 I am speaking today to express my concern
15 about the requested rate increase by FPL. As I am
16 sure the Commissioners are aware, FPL is not a
17 stand-alone company, they are a subsidiary of
18 NextEra Energy, a public utility company. So
19 respective of what accounting for the 30 most
20 recent publicly available mixture of data revealed
21 within their first quarter earnings call, NextEra
22 stated that FPL alone increased their revenues per
23 share by seven cents a share.

24 Now, NextEra has about 2.5 billion shares
25 outstanding, so that's seven cents per share

1 increase is equivalent of \$144 million in the first
2 quarter alone.

3 NextEra pays dividends to its shareholders,
4 also increased 37 percent since the last rate
5 increase in 2021, during the projected year and
6 year-end 2025. Now, that's equivalent to \$1.5
7 billion dividend payments over that period.

8 Total dividends paid in the last four calendar
9 quarters is \$4.45 billion. NextEra also stated
10 that they intend to grow their dividends per share
11 by 10 percent per year through 2026. The
12 incremental payout increase would equal about \$412
13 million per year.

14 Now, it's been very gratifying to hear about
15 all the good deeds and work that FPL has been
16 doing, but I would remind everyone that that's
17 being done under the current rate structure and
18 current return of equity of 11.6, which is far
19 above the national average of about 9.5 percent.

20 The current rate increase is one of the
21 largest increases request in the history of the
22 country, and coming directly out of the pockets of
23 your constituents. FPL is a state regulated
24 utility because its services are critical to every
25 citizen in the state of Florida, and the

1 Commissioners are here to ensure that they have the
2 wherewithal to provide and improve that service to
3 us.

4 However, I would implore the Commissioners to
5 read all the data that's provided by FPL, and also
6 in the public domain to ensure the citizens that
7 you represent are protected and not enable the
8 transfer of money for them to investors with little
9 or no interest in the well-being of your
10 constituents. Based on the data I have seen and
11 reviewed, I ask that the rate increase please be
12 denied.

13 Thank you.

14 MR. TRIERWEILER: Thank you.

15 Next up is Daniel Horta, followed by Maygan
16 Johnson and Kenneth Bond.

17 Daniel Horta, please. Daniel Horta?

18 Moving on to Maygan Johnson.

19 Kenneth Bond.

20 Next up is Mark Szasz.

21 PUBLIC COMMENT

22 MR. SZASZ: Hi, can you hear me?

23 MR. TRIERWEILER: Yes.

24 MR. SZASZ: Good afternoon, Commissioners. My
25 name is Mark Szasz. I am a home builder and FPL

1 customer located at 335 South Biscayne Drive,
2 Miami, Florida, in support of the rate increase.

3 One of our top priorities as a home builder is
4 delivering homes on time and creating a seamless
5 experience for our buyers. That's why support from
6 Florida Power & Light has been such a critical part
7 of our success. FPL has consistently gone above
8 and beyond when it comes to customer service and
9 responsiveness. Whether it's scheduling service
10 installations, handling last minute adjustments or
11 quickly addressing requests, their team is always
12 professional, proactive and easy to work with.

13 Their responsiveness directly impacts our
14 ability to keep the construction timelines on
15 track, and more importantly, ensures that our
16 homeowners can move into their new homes without
17 delays.

18 FPL understands that when they support us,
19 they are supporting numerous families counting down
20 the days before they can move into their new home.
21 Their commitment to open line communication makes a
22 real difference in ensuring timelines adhered to.
23 It's not about flipping a switch. It's about being
24 able to deliver power to a home in a timely manner,
25 help create a great home-buying experience from

1 start to finish.

2 So thank you to FPL team for being such a
3 dependable and responsive part of the home building
4 process. We truly value the partnership and
5 everything FPL does to help bring our customers
6 home on time and with confidence.

7 Thank you all for your time.

8 MR. TRIERWEILER: Thank you.

9 Next up is Rhonda Roff, followed by Mercedes
10 Cabrera.

11 Rhonda Roff.

12 Moving on to Mercedes Cabrera. Mercedes?

13 PUBLIC COMMENT

14 MS. CABRERA: Hi. I'm Mercedes Cabrera from
15 Miami. My family and I have lived in a duplex that
16 was built in 1966 and was recently renovated. We
17 have been consumers of FPL for about the past 45
18 years. During those 45 years, we have experienced
19 it all, hurricanes -- power outages -- that have
20 lasted for over a week probably the last -- and
21 for -- medical condition -- I am sorry.

22 When power has not been restored quickly,
23 we -- the medically necessary equipment to
24 safeguard our health and well-being. We had
25 nowhere to -- before the -- FPL we believe recover

1 costs from their consumers. At best we recovered
2 an insufficient amount of what we lost, even an
3 electric bill -- lost power and energy, we didn't
4 use -- FPL customer service argued that our meter
5 that we had 100 percent power, our electricity
6 was -- entire community was -- my community was in
7 a poor neighborhood, and -- middle class -- power
8 quickly and power outages any moment to power back
9 on. The lines run residents -- are attacked by
10 overgrown trees. The power line often hang way too
11 low.

12 Therefore, I am wondering what is the good of
13 being forced to pay \$200 when there hasn't been any
14 substantial upgrades to the power. If my family
15 has made substantial efforts to reduce electric
16 consumption by maintaining -- temperature, turning
17 off the lights in empty rooms and unplugging
18 alliances from outlets whenever possible, we -- to
19 not let too much in -- energy efficiency as we are
20 one of the worst utility companies from energy
21 efficiency in the nation -- lower our bills rather
22 than --

23 Thank you so much for and -- rate hike,
24 especially that is -- in a south Florida --
25 forgotten at -- working and impact our jobs --

1 respect -- survive the cost of living -- to FPL.

2 Thank you.

3 MR. TRIERWEILER: Thank you.

4 And as a reminder, if people could speak into
5 the phone directly and not into a speaker. The
6 speaker aspect of the phone, sometimes that comes
7 out clearer.

8 Chairman, Jose Mir next on my list, and I have
9 Jose as not being previously sworn.

10 CHAIRMAN LA ROSA: Mr. Mir, are you on the
11 line? Mr. Jose Mir?

12 MR. TRIERWEILER: Moving on, next up is
13 Lilliana Moreno, followed by Brian Goldmeier and
14 Sonless Martin.

15 Lilliana Moreno, it's your turn.

16 Moving on to Brian Goldmeier.

17 Moving on to Sonless Martin.

18 The next names I have are Michael Lang, Joseph
19 -- Justin Bloecher and Chris Zoeller.

20 Michael Lang, are you on the line?

21 Justin Bloecher, are you on the line?

22 PUBLIC COMMENT

23 MR. BLOECHER: Yes, I am here. Good
24 afternoon.

25 MR. TRIERWEILER: Good afternoon.

1 MR. BLOECHER: My name is Justin Bloecher. I
2 am the Chick-Fil-A Corporate Construction Manager
3 for the state of Florida. Our corporate address is
4 5,200 Buffington Road in Atlanta, Georgia.

5 I have been working on commercial construction
6 projects in the state of Florida for over 15 years
7 and wanted to take this opportunity to share my
8 experiences with FPL on obtaining new commercial
9 service and the customer service aspect surrounding
10 that process. Obtaining permanent power, as you
11 know, on time for each project is crucial to our
12 problematic success.

13 I wanted to start by acknowledging and
14 recognizing improvements I have seen with the
15 communication and coordination between FPL,
16 Chick-Fil-A and our partners. I would like to
17 specifically recognize Christina Davis with FPL on
18 her customer service and her willingness to partner
19 with Chick-Fil-A to make the process more efficient
20 for the customer and FPL. You can simplify and
21 improve most anything with effective and timely
22 communication, and she's certainly been a catalyst
23 allowing this to happen.

24 In the spirit of this philosophy and this
25 newfound momentum, we have set up a regular cadence

1 to meet and share Chick-Fil-A's current pipeline of
2 projects in the state of Florida, sharing
3 associated milestone deadlines as well.

4 The design, completion and installation of
5 service dates are clearly communicated, regularly
6 tracked and reviewed monthly to ensure that the
7 sequence of events and processes required are
8 started and completed early enough to ensure the
9 ability to meet the desired planned Chick-Fil-A
10 opening dates around the state of Florida.

11 The opportunity to share best practices and
12 regular feedback for improvement has been
13 established as well, and is also discussed on a
14 regular basis. There are certainly opportunities
15 for FPL to improve, but this is expected in any
16 industry or business, including our own. We do
17 experience similar challenges with other utility
18 providers in the state of Florida, so it's not
19 unique to FPL.

20 The important part to me and us is that
21 Chick-Fil-A is willing to listen and come to the
22 table and hear feedback and partner with us to find
23 ways to make the process more efficient for us and
24 FPL as well -- early timely meetings with FPL
25 engineers on-site to review existing conditions and

1 identify unforeseen conditions are critical to
2 consistent success.

3 To close, we are excited about the newfound
4 partnership and momentum that we have created with
5 FPL in recent months, and look forward to
6 continuing on that momentum and building on that
7 customer service.

8 I appreciate your time.

9 MR. TRIERWEILER: Thank you.

10 CHAIRMAN LA ROSA: Thank you.

11 MR. TRIERWEILER: Chris Zoeller. Chris
12 Zoeller, are you on the line?

13 All right. Chairman, the last three names
14 that I have are Josh McEnany, Eleese Banks and
15 Danielle -- Dianela Chedebeau.

16 So, Josh McEnany, are you on the line?

17 Eleese Banks, are you on the line?

18 Dianela Chedebeau?

19 Chairman, that's all on my list.

20 CHAIRMAN LA ROSA: All right. Excellent.

21 Is there anyone on the line that has not had a
22 chance to speak that had signed up that either we
23 may have skipped over you or you weren't available
24 at the time that your name was called, anybody on
25 the line?

1 MR. JOHNSON: Yes. Hello, my name Maygan
2 Johnson.

3 UNIDENTIFIED SPEAKER: Hello?

4 CHAIRMAN LA ROSA: Okay. If you don't mind
5 just stating your name one more time so we hear it
6 clear on our end.

7 MR. JOHNSON: Maygan Johnson.

8 MR. TRIERWEILER: I don't believe that's --

9 MR. JOHNSON: Can you hear me?

10 CHAIRMAN LA ROSA: Yeah, we can hear you --
11 just I have got you here as No. 52.

12 Go ahead, sir, you are recognized.

13 PUBLIC COMMENT

14 MR. JOHNSON: Thank you very much. Yes,
15 Maygan Johnson, 6881 Northwest 45th Court,
16 Lauderhill, Florida.

17 CHAIRMAN LA ROSA: Just to double check -- I
18 don't have you sworn in.

19 (Whereupon, Chairman La Rosa administered the
20 oath.)

21 MR. JOHNSON: Absolutely, yes.

22 CHAIRMAN LA ROSA: Excellent, thank you. You
23 are recognized to start.

24 MR. JOHNSON: Thank you. Yes. I represent
25 one of the largest home builders in south Florida,

1 and I can attest to the fact that all our residents
2 who move here who purchase homes here in this
3 lovely state of Florida absolutely benefit from the
4 hard work and partnership that FPL provides to us,
5 and to us as a developer. It does not happen
6 without effort and hard work of the service
7 provided by FPL and, in particular, our
8 representative Jose Palomo.

9 Without a doubt, besides our community
10 throughout the rest of south Florida, we see so
11 many hardening projects under way that helps and
12 protect us, and help us get back up to speed after
13 catastrophic events like hurricanes.

14 So without a doubt, I am in support with
15 supporting FPL and increases needed to keep up the
16 good and fantastic work they are doing.

17 CHAIRMAN LA ROSA: Awesome.

18 MR. JOHNSON: Thank you.

19 CHAIRMAN LA ROSA: Great. Thank you.

20 Is there anybody else on the line?

21 MS. BANKS: Elease Banks is here.

22 MR. MARTIN: Sonless Martin.

23 CHAIRMAN LA ROSA: Okay, I think I heard --

24 MR. MARTIN: Hello?

25 CHAIRMAN LA ROSA: Yeah, sir, we will get to

1 you next.

2 MS. BANKS: Elease Banks is here.

3 CHAIRMAN LA ROSA: I thought I heard -- yeah,
4 Elease Banks. Elease, if you don't mind holding on
5 one second to double check our list.

6 MR. TRIERWEILER: 65.

7 CHAIRMAN LA ROSA: Awesome. Thank you.

8 Ms. Banks, you are recognized for your
9 testimony. You I may start.

10 UNIDENDIFIED SPEAKER: Hello?

11 PUBLIC COMMENT

12 MS. BANKS: Good afternoon, Commissioners. My
13 name is Elease Banks, and I have been a Florida
14 Power & Light customer since 1965. I am in favor
15 of the rate increase because Florida Power & Light
16 provides me with reliable service and at an
17 affordable price.

18 Near my home, there is a lot of new
19 construction with new concrete poles, and I would
20 like my service to remain reliable. My Florida
21 Power & Light bill is less than the other utilities
22 that I pay monthly. It is a good value for the
23 important service that they provide. I give a
24 green light for the increase.

25 Thank you.

1 CHAIRMAN LA ROSA: Great. Thank you.

2 And, sir, I thought there was another
3 gentleman on the line, if you don't mind
4 identifying yourself.

5 MR. MARTIN: Yes, Sonless Martin, hello?

6 CHAIRMAN LA ROSA: Yes. Sonless Martin, we
7 have got you. Go ahead, you are recognized for
8 your testimony.

9 PUBLIC COMMENT

10 MR. MARSHALL: Okay. Thank you for taking the
11 time. I had dropped off earlier, my phone died. I
12 just want to thank the Commissioners for this
13 opportunity to speak.

14 As a resident, I experience -- Biscayne
15 Boulevard, Miami, Florida, 33123, Unit 1601. I
16 have been with FPL a little over eight, nine years.
17 The service has been phenomenal. I have no problem
18 with the service. The customer service is
19 phenomenal as well, and everything is price -- cost
20 of living increase, I completely understand the
21 slight rise the need to keep up with the cost of
22 living. In that same vein, I highly support FPL in
23 the rate increase. I want to thank you to
24 everyone --

25 CHAIRMAN LA ROSA: Excellent. Thank you.

1 MR. TRIERWEILER: Thank you.

2 CHAIRMAN LA ROSA: Is there anybody else on
3 the line that has not had a chance to speak?
4 Anybody else on the line?

5 MR. ROSENBERG: Yes. This is Mark Rosenberg
6 in Miami, Florida. Can you ear me?

7 CHAIRMAN LA ROSA: Yes. One second, let me
8 double check the list to see if you were sworn in
9 or not.

10 MR. ROSENBERG: I am not sworn in, I don't
11 believe.

12 CHAIRMAN LA ROSA: Okay.

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

15 MR. ROSENBERG: Yes.

16 CHAIRMAN LA ROSA: Excellent. Sir, you are
17 recognized.

18 PUBLIC COMMENT

19 MR. ROSENBERG: Yes. I live at 10281
20 Southwest 13th Street in Miami, Florida. I am
21 speaking as a private citizen, previously I served
22 as President of Florida International University,
23 and earlier as Chancellor of the State University
24 System of Florida.

25 FIU has had an amazing partnership with FPL

1 for nearly two decades. That partnership is
2 focused on recruiting talent to enable FPL to offer
3 a high quality service, and FIU is one of the
4 largest providers of graduates to the company, and
5 we are very proud of that, because our students are
6 locate -- are home located, they understand our
7 community, and FPL works hard to make sure that
8 they are compensated fairly and that they are
9 providing high quality service.

10 As well, FIU has worked with FPL to develop a
11 call center that enables citizens of Florida to
12 have timely and rapid response to their needs, and
13 at the same time enables our students to get
14 hands-on work experience that enables our students
15 to get high paying jobs starting, first and
16 foremost, at FPL once they graduate.

17 FPL has also been very supportive of the
18 research and the training that FIU provides on the
19 grid management of the electrical system in the
20 state of Florida. We have state-of-the-art
21 research that is focused on efficiently providing
22 electric service and storage to the citizens of the
23 state.

24 So I am very, very supportive of FPL's request
25 because they have demonstrated responsiveness and

1 accountability in a way that improves the services
2 provided to our state.

3 CHAIRMAN LA ROSA: Great. Thank you for your
4 testimony today.

5 Is there anybody else on the line, anybody
6 else on the line that has not had a chance to
7 provide testimony?

8 Okay. Hearing none, again, thank you all for
9 chiming in with us today, and certainly
10 appreciative to hear your customer experience.

11 If the parties don't have anything else,
12 Commissioners, I think we are good go ahead and
13 call this meeting adjourned. Thank you all.

14 (Proceedings concluded.)

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1 CERTIFICATE OF REPORTER

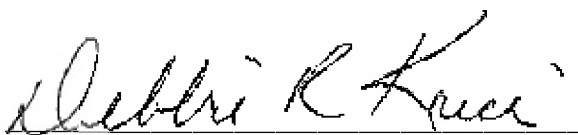
2 STATE OF FLORIDA)
3 COUNTY OF LEON)
4

5 I, DEBRA KRICK, Court Reporter, do hereby
6 certify that the foregoing proceeding was heard at the
7 time and place herein stated.

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

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

18 DATED this 11th day of July, 2025.
19
20
21

22 
23 DEBRA R. KRICK
24 NOTARY PUBLIC
25 COMMISSION #HH575054
EXPIRES AUGUST 13, 2028