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September 19, 2025

**VIA ELECTRONIC FILING**

Adam Teitzman, Commission Clerk  
Division of the Commission Clerk and Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

Re: Docket No. 20250011-EI  
In re: Petition by Florida Power & Light Company  
for Rate Increase

Dear Mr. Teitzman:

Please find enclosed for filing in the above-referenced docket the Direct Testimony and Exhibits of Zayne Smith on behalf of the Citizens of the State of Florida, Floridians Against Increased Rates, Inc., Florida Rising, Inc., The League of United Latin American Citizens of Florida, and the Environmental Confederation of Southwest Florida. This filing is being made via the Florida Public Service Commission's web-based electronic filing portal.

Please let me know if you should have questions regarding this submission.

Cordially yours,

Robert Scheffel Wright

RSW:rjd  
Enclosure

## CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by electronic mail on this 19th day of September, 2025, to the following:

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Represents: Walmart Inc

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Represented by: Duane Morris Law Firm

/s/Robert Scheffel Wright  
ATTORNEY

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

In re: Petition by for Rate Increase by )  
 Florida Power & Light Company ) DOCKET NO. 20250011-EI  
 ) FILED: SEPTEMBER 19, 2025  
 \_\_\_\_\_)

## DIRECT TESTIMONY OF

# ZAYNE SMITH

## On Behalf of

**The Citizens of the State of Florida,  
Floridians Against Increased Rates, Inc.,  
Florida Rising, Inc.,  
The League of United Latin American  
Citizens of Florida, and  
The Environmental Confederation of  
Southwest Florida**

**IN RE: PETITION FOR RATE INCREASE BY  
FLORIDA POWER & LIGHT COMPANY,  
DOCKET NO. 20250011-EI**

**DIRECT TESTIMONY OF ZAYNE SMITH**

**ON BEHALF OF**

**THE CITIZENS OF THE STATE OF FLORIDA,  
FLORIDIANS AGAINST INCREASED RATES, INC.,  
FLORIDA RISING, INC.,  
THE LEAGUE OF UNITED LATIN AMERICAN CITIZENS OF  
FLORIDA, AND  
THE ENVIRONMENTAL CONFEDERATION OF SOUTHWEST  
FLORIDA**

**INTRODUCTION**

1

2 **Q. Please state your name and business address.**

3 A. My name is Zayne Smith, and my business address is 360 Central Avenue,  
4 Suite 1750, St. Petersburg, Florida 33701.

5

6 **Q. By whom and in what position are you employed?**

7 A. I am employed by AARP Florida as Senior Director of Advocacy.

8

9 **Q. Please summarize your education and experience relative to the subject**  
10 **matter and issues in this general rate increase proceeding for Florida**  
11 **Power & Light Company (“FPL”).**

1     A.     I have served AARP Florida in advocacy roles of increasing responsibility  
2           since 2014; I became Senior Director of Advocacy in 2022. Throughout my  
3           employment and service with AARP Florida and its members, I have focused  
4           on and participated in a wide range of matters, including utilities, healthcare,  
5           housing, transportation, and other issues in legislative, regulatory, and other  
6           government proceedings that affect the interests of AARP Florida's  
7           members. For reference, AARP is the nation's largest nonprofit, nonpartisan  
8           organization serving Americans 50 and older. It advocates for health,  
9           financial security, and personal fulfillment, with a strong national and local  
10          presence. AARP Florida supports 2.8 million members, of whom 1.59  
11          million members live in FPL's service territory. AARP Florida's efforts on  
12          behalf of its members include legislative advocacy, age-friendly initiatives,  
13          and educational programs both online and in person.

14                 In my work, I have advised and coordinated AARP Florida's work  
15                 opposing rate increases sought by FPL, Duke Energy Florida, and Tampa  
16                 Electric Company. I also completed the Public Utilities Ratemaking Course  
17                 offered through the National Association of Regulatory Utility  
18                 Commissioners Rate School at the Michigan State University Institute of  
19                 Public Utilities. A copy of my résumé is included as Exhibit ZS-1 to my  
20                 testimony.

21                 Additionally, with respect to this FPL rate case, I am a residential  
22                 customer of FPL at my residence in Parrish, Florida.

1     **Q.     On whose behalf are you testifying in this proceeding?**

2     A.     I am testifying with the authorization of AARP Florida to state AARP  
3           Florida’s positions, as well as my own opinions as an FPL customer, on the  
4           matters addressed in my testimony. My testimony is presented on behalf of  
5           five intervenor parties in this case, the Citizens of the State of Florida,  
6           represented by their Public Counsel (abbreviated as “Citizens” or “OPC”);  
7           Floridians Against Increased Rates, Inc. (“FAIR”), a Florida not-for-profit  
8           corporation, and FAIR’s members who are customers of FPL; Florida Rising,  
9           Inc.; the League of United Latin American Citizens of Florida (“LULAC”);  
10          and the Environmental Confederation of Southwest Florida (“ECOSWF”).  
11          Conforming to their chosen abbreviation in pleadings, I refer to these last  
12          three parties collectively as “FEL.” Finally, I refer to the Citizens, FAIR,  
13          and FEL collectively as the “Customer Majority Parties” or the “CMPs”  
14          because they are the only meaningful representatives of FPL’s residential  
15          customers, who make up approximately 89 percent of FPL’s total customer  
16          base.

17  
18     **Q.     Have you previously testified in utility rate proceedings?**

19     A.     Yes. I testified in person on behalf of AARP Florida at customer service  
20           hearings that the Commission held in the 2016 FPL rate case and virtually in  
21           the customer service hearings that the Commission held in the 2021 FPL rate  
22           case. Although I was unable to attend the customer service hearings in the



1 current 2025 FPL case, I submitted written comments of AARP Florida to  
2 the Commission on March 6, 2025. I have also testified on behalf of AARP  
3 Florida at customer service hearings in rate cases for Duke Energy Florida  
4 and Tampa Electric Company.

5  
6 **Q. Are you sponsoring any exhibits with your supplemental testimony?**

7 A. Yes. I am sponsoring the following exhibits:

8 Exhibit ZS-1 Résumé of Zayne Smith;

9  
10 Exhibit ZS-2 Sample of AARP Member petition submitted to  
11 the Florida PSC Opposing FPL Rate Increases;

12  
13 Exhibit ZS-3 Sample of AARP Member mail message  
14 submitted to the Florida PSC Opposing FPL Rate  
15 Increases; and

16  
17 Exhibit ZS-4 Example of Correspondence from AARP  
18 Members to Florida PSC Opposing FPL's  
19 Proposed Settlement.

20  
21  
22 **PURPOSE AND SUMMARY OF TESTIMONY**

23 **Q. What is the purpose of your testimony in this docket?**

24 A. As AARP Florida's Senior Director of Advocacy and as an FPL customer,  
25 my testimony primarily addresses the settlement agreement submitted to the  
26 Florida Public Service Commission ("PSC") on August 20, 2025 by FPL and  
27 several other parties, to which I refer as the "Special Interest Parties'  
28 Proposed Settlement" or the "SIPs' Proposed Settlement," including why I  
29 oppose this FPL-designed deal. The Special Interest Parties, or "SIPs," who

1 submitted their Joint Motion for Approval of Settlement Agreement on  
2 August 20, 2025, are FPL; the Florida Industrial Power Users Group  
3 (“FIPUG”); Florida Energy for Innovation Association, Inc.; EVgo Services,  
4 LLC; Americans for Affordable Clean Energy, Inc.; Circle K Stores, Inc.;  
5 RaceTrac Inc.; Wawa, Inc.; Electrify America, LLC; the Florida Retail  
6 Federation; the Federal Executive Agencies; Walmart, Inc.; Armstrong  
7 World Industries, Inc.; and the Southern Alliance for Clean Energy  
8 (“SACE”). Besides FPL, nearly all of these parties are organizations and  
9 corporations that are or represent large industrial and commercial customers  
10 of FPL and other utilities.

11 I explain that the SIPs’ Proposed Settlement is hardly any better for  
12 FPL’s customers than FPL’s original rate increase requests in this case. I  
13 also discuss the proposed terms that are embodied in a comprehensive set of  
14 proposed terms submitted by the Citizens, FAIR, and FEL to the  
15 Commission, to which I refer as the Customer Majority Parties’ Proposal,  
16 abbreviated as the “CMPs’ Proposal.” This document is being  
17 simultaneously provided to the Commission as an exhibit to the testimony of  
18 John Thomas Herndon, also on behalf of the CMPs.

19 I also provide direct testimony regarding FPL’s false claim that it  
20 represented the interests of FPL’s residential customers in the settlement  
21 negotiations that led to the SIPs’ Proposed Settlement.

1   **Q.     Please summarize the main points of your testimony with respect to the**  
2       **SIPs’ Proposed Settlement and the CMPs’ Proposal.**

3   A.    At the outset, FPL’s claim that it represented the interests of its residential  
4       customers and the residential rate class in the secret settlement negotiations  
5       in which FPL and the other Special Interest Parties agreed to their  
6       “Settlement” is simply false. No one from FPL ever contacted me, either as  
7       an individual customer or as AARP Florida’s Senior Director of Advocacy  
8       working on utility matters, including FPL’s rate case, to ask me my position  
9       or AARP Florida’s position on the SIPs’ Proposed Settlement. Further, in  
10      my work with AARP Florida’s members on this case, no FPL customer –  
11      that is, no FPL customer who is an AARP Florida member or a non-AARP-  
12      member – ever told me that anyone from FPL reached out to them to ask their  
13      thoughts or position on the SIPs’ Proposed Settlement. This  
14      misrepresentation is particularly shocking in light of the fact that residential  
15      customers account for approximately 89 percent of FPL’s total number of  
16      customers. Frankly, I believe that this misrepresentation should cause the  
17      PSC to reject the SIPs’ Proposed Settlement outright.

18               Regarding impacts on the approximately 12 million regular Floridians  
19      who receive their residential electric service from FPL (through about 5.4  
20      million residential accounts), the substantive provisions of the SIPs’  
21      Proposed Settlement are economically harmful and unjustified. Even though  
22      the increases are somewhat less than the increases that FPL proposed in their

1 original filings, the rate increases and FPL's profits are still excessive. For  
2 example, the SIPs' Proposed Settlement would have FPL set its rates using a  
3 return on equity higher than any approved by any public service commission  
4 in the United States in 2024 or 2025, and much higher than the national  
5 average return on equity approved by public utility regulators for comparable  
6 utilities over the past three years. The impact of just this one variable is  
7 substantial: about \$560 million per year, which is more than \$2.2 billion  
8 over FPL's proposed four-year rate period. The same excessive ROE applied  
9 to the 2027 rate increase would add further to the burden imposed on FPL's  
10 customers.

11 Adding further insult onto the backs of its customers, FPL, through its  
12 proposed Rate Stabilization Mechanism ("RSM"), with its embedded Tax  
13 Adjustment Mechanism, or "TAM," would use money that customers have  
14 already paid in to cover FPL's future tax liabilities to enhance FPL's earnings  
15 and then to recover those amounts from customers again in the future.

16 I have also reviewed the alternative proposal offered by the Citizens,  
17 FAIR, and FEL on August 26, 2025, to which I will refer as the "Customer  
18 Majority Parties' Proposal" or the "CMPs' Proposal." Viewed from a high  
19 level, the CMPs' Proposal provides for lower base revenue and rate increases  
20 than the SIPs' Proposed Settlement, and it would not allow FPL to use the  
21 Tax Adjustment Mechanism, while still allowing FPL's rates to be set using  
22 a higher ROE than approved by any public utility commission in the U.S.

1 since 2023. While I believe that the PSC should reject the SIPs' Proposed  
2 Settlement, if the PSC is going to choose between the proposals before it, it  
3 is clear that the best interests of FPL's customers and the public interest  
4 would be better served by adopting the terms of the CMPs' Proposal.

5  
6 **REPRESENTING RESIDENTIAL CUSTOMERS' INTERESTS**

7 **Q. Please summarize your testimony regarding FPL's claim that it**  
8 **represented the interests of its residential and small business customers**  
9 **in the negotiations that led to the SIPs' Proposed Settlement.**

10 A. FPL's claim, which it expressed in both written discovery responses and in  
11 the deposition testimony of its Vice President of Finance, Scott Bores, is  
12 false. I am an FPL customer, and I work and interact with many FPL  
13 customers who are members of AARP Florida. No one from FPL ever  
14 consulted me, either as an FPL customer or as AARP Florida's Senior  
15 Director of Advocacy, to ask my position or AARP Florida's position on the  
16 rate increases or any other terms that would be imposed on me and other FPL  
17 ratepayers by the SIPs' Proposed Settlement. To spell it out for the PSC and  
18 for the public, no one from FPL ever even asked me or AARP Florida for the  
19 authority to represent the interests of me or AARP Florida's members in any  
20 such negotiations.

21 In my work, relationships, and interactions with AARP Florida  
22 members who are FPL customers, no FPL customer has told me that any FPL

1 representative ever asked his or her opinion regarding any aspect of the SIPs’  
2 Proposed Settlement, nor has anyone told me that any FPL representative  
3 ever asked for the authority to represent his or her interests in any such  
4 negotiations.

5 Further, FPL’s proposition that it represented residential customers’  
6 interests in negotiating for the rates and revenues that FPL itself would obtain  
7 through the SIPs’ Proposed Settlement is a straightforward admission of self-  
8 dealing. It certainly appears that FPL cut its deal with the other Special  
9 Interest Parties by giving them special benefits while FPL itself would in  
10 return get excessive revenues and excessive earnings, plus its TAM that  
11 would take even more money from future FPL customers. Mr. Bores even  
12 stated that FPL “at the table, represented the residential class in designing the  
13 settlement agreement.” Neither the Public Counsel nor any residential  
14 customers got to “design” the settlement agreement.

15 To be blunt, FPL’s claims that it represented its residential customers’  
16 interests are simply untrue.

17  
18 **Q. Have any members of AARP Florida previously commented on FPL’s**  
19 **proposed rate increases?**

20 A. Yes. A large number of AARP Florida members previously sent  
21 correspondence to the PSC opposing FPL’s original increases. AARP  
22 Florida’s records indicate that, in response to FPL’s original rate requests,

1 AARP Florida received 21,459 petitions with digital signatures opposing  
2 FPL's requests, and that those petitions were delivered to the PSC.  
3 Additionally, AARP Florida's records indicate that 14,844 "tear-off" mailer  
4 cards were also delivered to the PSC opposing FPL's requests. Copies of the  
5 forms of the petition and the "tear-off" mailer are included as Exhibits ZS-2  
6 and ZS-3, respectively, to my testimony. As of September 15, AARP  
7 Florida's records show that more than 1,800 of our members submitted  
8 electronic correspondence to the PSC opposing FPL's original rate increase  
9 requests.

10

11 **Q. Do you have any indication that members of AARP Florida either**  
12 **oppose or support the settlement submitted by FPL and the other**  
13 **Special Interest Parties?**

14 A. Yes. Many AARP Florida members have reached out to me in my capacity  
15 as Senior Director of Advocacy to express their frustration regarding the  
16 SIPs' Proposed Settlement and to question how FPL could possibly move  
17 forward with a proposed settlement that did not include residential  
18 customers' voices. Every FPL customer with whom I have spoken since the  
19 SIPs' Proposed Settlement was submitted to the PSC opposes it. Since the  
20 SIPs' Proposed Settlement was only filed on August 20, following secret  
21 negotiations, AARP Florida and its members have only recently become  
22 aware of the SIPs' Proposed Settlement.

1           As of September 19, 2025, AARP Florida's records show that more  
2           than 3,800 of our members have submitted email correspondence to the PSC  
3           stating their opposition to the SIPs' Proposed Settlement and confirming that  
4           they were not represented by FPL in its settlement negotiations with the other  
5           SIPs. An example of the AARP Florida members' emails, obtained from the  
6           PSC's Correspondence file for this docket, is included as Exhibit ZS-4 to my  
7           testimony.

8  
9           **THE PSC SHOULD REJECT THE SIPs' PROPOSED SETTLEMENT**

10       **Q.     Please summarize your understanding of the SIPs' Proposed Settlement.**

11       A.     Besides FPL, nearly all of the parties to the SIPs' Proposed Settlement are  
12           organizations and corporations that are or represent large industrial and  
13           commercial customers of FPL and other utilities.

14           From reviewing documents filed in this case, I understand that the  
15           main provisions of the SIPs' Proposed Settlement that impact residential  
16           customers include total additional base rate increases for FPL of about \$6.9  
17           billion over the 2026-2029 period; an ROE of 10.95 percent; and a Rate  
18           Stabilization Mechanism ("RSM") that includes a TAM of \$1.155 billion of  
19           customer-paid-in monies for FPL to use to support FPL's earnings, which  
20           FPL would expect its customers to replenish in subsequent years.



1 In sum, the total cost to FPL's customers under the SIPs' Proposed  
2 Settlement is approximately \$6.903 Billion in additional base rate charges,  
3 plus the TAM plus additional amounts allowed under the RSM.  
4

5 **Q. Why do you believe that the PSC should reject the SIPs' Proposed**  
6 **Settlement?**

7 A. In addition to rejecting it because of FPL's misrepresentations that it  
8 represents the interests of residential customers, the PSC should reject the  
9 SIPs' Proposed Settlement because it would give FPL excessive revenues  
10 and thus result in excessive rates for all FPL customers. Additionally,  
11 because the SIPs' Proposed Settlement would allow FPL to use, through its  
12 proposed TAM, up to \$1.155 billion of money paid by its customers to cover  
13 FPL's future tax liabilities to enhance FPL's earnings, with future customers  
14 then effectively forced (through accounting amortization of the funds used  
15 by FPL) to cover the repayment of their money that FPL plans to use over  
16 the next four years.  
17

18 **Q. Isn't the SIPs' Proposed Settlement better for customers than FPL's**  
19 **originally proposed rate increases? If so, why do you oppose the SIPs'**  
20 **Proposed Settlement?**

21 A. While it is true that the rate increases are somewhat less in the SIPs' Proposed  
22 Settlement than those originally requested by FPL, the increases in the SIPs'

1 Proposed Settlement are still grossly excessive, and the SIPs' Proposed  
2 Settlement still includes the TAM. The increases would still take more than  
3 \$6.9 billion of additional customer money in base rate increases, FPL's rates  
4 would still be set using an unreasonably high ROE compared to other  
5 comparable U.S. utilities and public utility commission decisions, and the  
6 RSM and TAM provisions would still allow FPL to use customer-paid  
7 monies to enhance its earnings with future customers then having to repay  
8 the money that FPL took from the customers who already paid for FPL's  
9 future tax obligations. The excessive ROE alone would take more than \$2.2  
10 billion of customers' money above what a national average ROE would  
11 provide.

12  
13 **Q. Can you tell anything about benefits that the other Special Interest**  
14 **Parties appear to be getting through their deal with FPL?**

15 A. Yes. In addition to lower rates, it appears that some large industrial and  
16 commercial customers are getting increases in credits (for allowing their  
17 service to be interrupted under some circumstances) that are significantly  
18 greater than FPL proposed in its original filings. FPL's original filing would  
19 have reduced the total amount of those credits from current levels by about  
20 \$22 million per year, but under the SIPs' Proposed Settlement, they would  
21 be increased by about \$8 million per year, indicating a swing in favor of those

1 customers of about \$30 million per year, or a total of about \$120 million over  
2 the 2026-2029 term of the SIPs' Proposed Settlement.

3 Additionally, the SIPs' Proposed Settlement, which includes a  
4 number of parties with interests in electric vehicle charging, provides that  
5 FPL would make available \$20 million, not proposed in FPL's original filing,  
6 for such parties to use to "make ready" to provide charging service. Further,  
7 the SIPs' Proposed Settlement includes some concessions made in favor of  
8 certain large customers, particularly believed to be data centers, as compared  
9 to FPL's original proposals for such customers.

10  
11 **THE CUSTOMER MAJORITY PARTIES' PROPOSAL**

12 **Q. Have you reviewed the Customer Majority Parties' Proposal?**

13 A. Yes.

14  
15 **Q. Please summarize the major points of the CMPs' Proposal that you**  
16 **believe are relevant to the decision facing the Florida PSC.**

17 A. The major elements of the CMPs' Proposal, comparable to the elements of  
18 the SIPs' Proposed Settlement that I have discussed above, are the following.

- 19 1. If FPL takes advantage of certain provisions in the CMPs' Proposal  
20 described below, FPL could realize total additional base rate revenues  
21 of approximately \$5.241 billion over the 2026-2029 period, as  
22 compared to the \$6.903 billion per the SIPs' Proposed Settlement.

- 1           2.     The CMPs' Proposal provides for FPL to increase its base revenues  
2                   by \$867 million per year in 2026, as compared to the \$945 million per  
3                   year in the SIPs' Proposed Settlement, and by \$403 million per year  
4                   in 2027 as compared to the \$705 million per year in the SIPs'  
5                   Proposed Settlement.
- 6           3.     The CMPs' Proposal provides for an ROE of 10.60 percent, which is  
7                   still higher than any ROE approved by any regulatory utility  
8                   commission in the U.S. since 2023.
- 9           4.     The CMPs' Proposal is for a minimum term of two years, but it also  
10                  provides for FPL to obtain additional base revenue and rate increases  
11                  in 2028 and 2029 for generation resource additions upon a  
12                  demonstration that such additions are either cost-effective or needed  
13                  for reliability purposes. Together, these 2028-2029 increases can  
14                  provide at least \$456 million in additional revenue to FPL over those  
15                  years.
- 16          5.     Significantly, the CMPs' Proposal would not allow FPL to use its  
17                  proposed Tax Adjustment Mechanism.

18

19   **Q.     Do you support the CMPs' Proposal?**

20   A.     I support the CMPs' Proposal as an alternative for settlement purposes. The  
21           terms of the CMPs' Proposal are, as compared to the SIPs' Proposed  
22           Settlement, significantly better for customers. The terms proposed in the

1 CMPs' Proposal would result in rates that are substantially more fair and  
2 more reasonable than those that would result from the SIPs' Proposed  
3 Settlement. In my view, the CMPs' Proposal is generous to FPL, particularly  
4 in light of the CMPs' proposal to set FPL's rates using an ROE higher than  
5 any approved in the country in the past two years.

6  
7 **Q. Do you believe that the CMPs' Proposal is in the public interest?**

8 A. I believe that the CMPs' Proposal serves the public interest, and the best  
9 interests of FPL's customers, much better than either FPL's original requests  
10 or the SIPs' Proposed Settlement. I would prefer to see the PSC simply reject  
11 the SIPs' Proposed Settlement (and, if necessary, FPL's original requests)  
12 and either leave FPL's rates where they are today or adopt the  
13 recommendations of the seven witnesses for the Citizens of the State of  
14 Florida, who collectively recommend rate reductions of more than \$600  
15 million per year in 2026. Having said that, however, resolving this case on  
16 terms favorable to FPL and better for FPL's customers than those in the SIPs'  
17 Proposed Settlement has to be considered a good thing, and in the public  
18 interest.

19  
20 **SUMMARY AND RECOMMENDATIONS**

21 **Q. Please summarize your testimony and recommendations to the**  
22 **Commission regarding the Proposed Settlement Agreement that FPL**

1           **and the other Special Interest Parties filed with the PSC on August 20,**  
2           **2025, and the alternative terms contained in the CMPs' Proposal.**

3    A.    First, the PSC should reject the SIPs' Proposed Settlement because it does  
4           not include any meaningful representation of FPL's residential customers.  
5           Considering only this obvious fact, the PSC should reject the SIPs' Proposed  
6           Settlement. Further, FPL's claims that it represented residential customers  
7           in designing the SIPs' Proposed Settlement are false, and the PSC should  
8           recognize FPL's utter lack of truthfulness and credibility and reject the SIPs'  
9           Proposed Settlement altogether.

10                 Regarding the specifics of the SIPs' Proposed Settlement, the PSC  
11           should recognize that this deal between FPL and its fellow Special Interest  
12           Parties results in grossly excessive rate increases for FPL's customers. The  
13           overall rate increases in the SIPs' Proposed Settlement, while slightly less  
14           than FPL's originally requested amounts, are excessive, and FPL's proposal  
15           to use its Rate Stabilization Mechanism with its embedded Tax Adjustment  
16           Mechanism to take monies already paid in by customers to support FPL's  
17           earnings, and then to effectively force its customers to pay those monies back  
18           to FPL again would further burden customers and is unconscionable.  
19           Accordingly, the Commission should reject the SIPs' Proposed Settlement.

20                 On behalf of myself as an FPL customer and in the best interests of  
21           the 1.59 million AARP Florida members who are FPL's residential  
22           customers, my overwhelming first choice would be for the PSC to simply

1 reject the SIPs' Proposed Settlement (and FPL's original requests), period.  
2 If the PSC believes that it should decide between the SIPs' Proposed  
3 Settlement and the terms offered in the CMPs' Proposal, then the PSC should  
4 adopt the terms of the CMPs' Proposal as being the more reasonable of the  
5 two. If anything, I believe that the CMPs' Proposal is overly generous to  
6 FPL, particularly in light of the fact that it would allow FPL to have rates set  
7 using the highest ROE in the country approved since 2023 and in light of the  
8 testimony of the Citizens' witnesses that supports a substantial rate reduction  
9 in 2026, as compared to the significant increases of \$867 million a year in  
10 2026 and \$403 million a year in 2027 provided by the CMPs' Proposal.

11

12 **Q. Does this conclude your direct testimony?**

13 A. Yes, it does.

## ZAYNE B. SMITH

♦ Parrish, FL 34219 ♦ (850) 228-4243 ♦ zsmith@aarp.org

Strategic public policy leader with over 15 years of experience driving legislative advocacy, stakeholder engagement, and team leadership across state and national platforms. Proven success in executing integrated campaigns, securing major legislative wins, and fostering bipartisan relationships. Recognized for influence, innovation, and impact in government affairs

### PROFESSIONAL EXPERIENCE

#### AARP FLORIDA

##### **Senior Director of Advocacy, 2022 to Present**

- Named one of Florida's 40 most influential women in government and politics by the News Service of Florida.
- Direct statewide advocacy campaigns aligned with AARP's legislative priorities across local, state, and federal levels.
- Lead integrated strategies combining grassroots mobilization, lobbying, volunteer engagement, and policy expertise.
- Responsible for policy issues that include utilities, prescription drugs, long-term care, healthcare, Medicare & Medicaid, affordable housing, transportation, elder abuse, consumer protection, guardianship and budget.
- Foster relationships with elected officials at the local, state and federal level.
- Provide expert testimony before legislative bodies and regulatory agencies.
- Deliver keynote speeches and presentations to elevate AARP's visibility and influence.

##### **Associate State Director of Advocacy, 2014 to 2022**

- Advocacy team lead for long-term care, prescription drugs, guardianship, elections, utilities, probate, annual legislative voting record and back-up for health and federal policy issues.
- Work in collaboration with state and national office colleagues to promote AARP's strategic issues, priorities, programs and activities.
- Enhance AARP's reputation among multi-cultural audiences and non-traditional partners.
- Spearheaded over 120 legislative victories, including reforms in prescription drug policy, nursing home standards, and elder protection.
- Led voter engagement initiatives, including candidate forums and educational outreach.
- Developed and launched the Florida Volunteer Utility Ambassador and Advocacy Ambassador programs.
- Developed and presented "Boomer Academy" workshops for AARP members that included the following topics: Elections 101, Florida Legislative Session 101, and Estate Planning.

##### **AARP New Hampshire 2020 Presidential Primary Project, Interim Assignment, 2020**

- Represented AARP at more than 10 presidential candidate campaign events across the state.
- Worked with AARP volunteers to ask presidential candidates their position on lowering prescription drug prices during campaign events.
- Engaged with members of the public and media at events to share information about the AARP prescription drug campaign.

##### **AARP Iowa Presidential Candidate Forum Manager, Interim Assignment, 2019**

- Project manager tasked with the planning and execution of five presidential candidate forums.
- Recruited and trained 20+ staff from 11 state offices and four national office departments.
- Coordinated the efforts of all internal AARP staff from state offices, campaigns, media relations, government affairs, procurement, brand, communications and Office of General Counsel.
- Communicated and coordinated with 20 presidential candidate staff, advance teams and onsite personnel.
- Planned all event logistics including calendar of events, run-of-show, selection of venues and hired outside vendors for event locations.



ALABAMA APPLESEED CENTER FOR LAW & JUSTICE, INC. — Montgomery, AL

**Immigration Policy Director, 2007 - 2014**

- Responsible for the recruitment, hiring and supervision of four interns per year.
- Managed annual project budget of \$350,000+, secured grants, oversaw implementation and evaluation of grants.
- Responsible for the development, evaluation and implementation of project initiatives including ACIJ (see below).
- Researched, reviewed, and developed position statements, policy papers, issue briefs, testimony, policy updates, alerts and other written materials on both federal and state priority issues for internal and external audiences.
- Effectively communicated complex subject matter to a variety of public audiences including government & elected officials, corporate contacts, media and various individuals.
- Served as a guest speaker at various events including civic clubs, churches, law schools, universities and conferences.
- Cultivated and maintained relationships with allied organizations, university representatives, policy experts, government policy makers and other stakeholders to achieve legislative goals.
- Served as a resource on educational issues for interested organizations, agencies, and public officials.
- Demonstrated ability to prioritize, organize and proactively manage projects involving complex issues and initiatives.
- Conducted outreach, education, and advocacy to diverse audiences.
- Participated in the negotiation and administration of contracts, grants and budgets.

**Communications Director, 2009 - 2014**

- Managed overall communications focused on development of dynamic presence and strategic position of the organization.
- Managed all media inquiries.
- Provided information to the public and media regarding social justice issues through news releases, news conferences, interviews, brochures and other materials.
- Developed media and communications strategies, edited reports, articles and press releases.
- Developed and maintained multiple websites.
- Responsible for PR/Marketing for the organization, brand development, design and recognition.

**Alabama Coalition for Immigrant Justice (ACIJ) - Director, 2011 – 2012**

- Hired and directed the work and activities of ACIJ staff.
- Managed the coalition budget \$400,000+.
- Facilitated the development and implementation of organizational goals and objectives.
- Coordinated work conducted by ACIJ volunteers and organizational partners (communications, legislative advocacy and legal).
- Secured funding; wrote grants for activities related to the goals and objectives of the coalition; and ensured implementation of grant objectives.
- Engaged staff and coalition members in strategic prioritization of policies and strategy implementation based on needs assessment and capacity.
- Guided staff to develop annual work plans and assisted the Board of Directors in conducting annual strategic planning.
- Developed and implemented data collection methods, tools, and evaluation measures for ACIJ activities.

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**EDUCATION**

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THOMAS GOODE JONES SCHOOL OF LAW - Montgomery, AL

- Juris Doctor (J.D.)
- Certificate in Alternative Dispute Resolution (District Court Mediator)
- Publication: An Examination of Mandatory Arbitration in Consumer Contracts: Is it Really Fair?
- Activities: American Constitutional Society, Federalist Society, Women Student Association

**UNIVERSITY OF WEST ALABAMA, B.A. - Livingston, AL**

Resume of Zayne Smith  
Exhibit ZS-1, Page 3 of 3

- Bachelor of Arts (B.A.)
- Honors: Omicron Delta Kappa, Phi Alpha Theta, Phi Eta Sigma, University Scholar (College of Liberal Arts)

**MICHIGAN STATE UNIVERSITY - CERTIFICATION**

- Public Utilities Ratemaking through the National Association of Regulatory Utility Commissioners Rate School

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**LEADERSHIP & ADVISORY ROLES**

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- Leadership Florida, Cornerstone Class 42
- Leadership Florida, Calusa Regional Council
- AARP Office of Policy Development & Integration Utilities Policy Work Group, 2016-Present
- Professional Fiduciary Council of Florida, Advisory Board Member, 2018 - 2024
- Working Interdisciplinary Network of Guardianship Stakeholders (WINGS), 2017 – 2023
- Guardianship Improvement Task Force, 2021 - 2023
- State Consumer Health Information and Policy Advisory Council, 2017 - 2022
- Department of Elder Affairs Florida's State Plan on Aging Advisory Group, 2015-17



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Phone Number: 866-595-7678  
aarp.org/FL | FL@aarp.org | twitter: @aarpFL  
facebook.com/FL

DATE

**Petition to the Florida Public Service Commission Regarding Florida Power & Light's  
Proposal to Raise Residential Customers' Electric Rates**

**SUBJECT: Docket #20250011**

**Commissioners:**

**Florida residents are already struggling to keep up with the high cost of living.**

**For the sake of transparency and fairness, I urge the Public Service Commission to  
thoroughly scrutinize Florida Power & Light's (FPL) proposal to raise residential  
customers' rates.**

**The requested 11.9% return on equity (guaranteed profit) is well over the national average  
of 9.5%. As the cost of living in Florida continues to rise, especially for property insurance  
and housing expenses, an unnecessary increase in electric utility rates will place  
unnecessary financial burdens on Floridians.**

**FPL should not be allowed to pad their profits on the backs of residential customers like  
me.**

**Please consider the impact to residential customers and put our needs above corporate  
profits. Reject FPL's proposal to unfairly raise my electric utility rates.**

**Thank you,**

**Name**

**zip code**



**Fight Back Against FPL's  
Excessive Rate Hike!**

**Get amp'd UP to keep rates DOWN!**



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 10356 TALLAHASSEE FL

POSTAGE WILL BE PAID BY ADDRESSEE

AARP FLORIDA STATE OFFICE  
215 S MONROE ST STE 603  
TALLAHASSEE FL 32301-9841



Let your voice be heard! Tell the Public Service Commission to thoroughly scrutinize FPL's proposal to raise residential electric rates.







AARP Florida  
215 S. Monroe Street, Suite 603  
Tallahassee, FL 32301

<<First Name>> <<Last Name>>  
<<Address 1>> <<Address 2>>  
<<City>> <<State>> <<Zip>>

## Fight Back Against FPL's Excessive Rate Hike!

### PLEASE TAKE ACTION IMMEDIATELY!

- 1** Tear off the postcard.
- 2** Sign your name.
- 3** Put the postcard in the mail.  
The postage is already paid.

As the cost of living in Florida continues to rise, especially for property insurance and housing expenses, an unnecessary increase in electric utility rates will hurt Floridians.

Learn more at  
[www.aarp.org/FLfpl](http://www.aarp.org/FLfpl).

### Reject FPL's proposal to unfairly raise my electric utility rates!

**Dear Commissioners,**

Please consider the impact to residential customers and put our needs above corporate profits. FPL should not be allowed to pad their profits on the backs of residential customers like me. Reject FPL's proposal to unfairly raise my electric utility rates.

Sincerely, \_\_\_\_\_

RE: Docket #20250011

<<First Name>> <<Last Name>>  
<<Address 1>> <<Address 2>>  
<<City>> <<State>> <<Zip>>  
<<TOC Form ID>>  
<<cid\_key>>  
<<source code>>

**Hiep Nguyen**

<b>From:</b>	Hiep Nguyen on behalf of Records Clerk	Docket No. 20250011-EI
<b>Sent:</b>	Tuesday, September 16, 2025 9:38 AM	Sample AARP Member Email
<b>To:</b>	'Bonnie Hart'	Opposing FPL Settlement
<b>Subject:</b>	RE: Reject the FPL proposed settlement Docket #20250011	Exhibit ZS-4, Page 1 of 2

Good morning,

We will be placing your comments below in consumer correspondence in Docket No. 20250011-EI, and forwarding them to the Office of Consumer Assistance.

Thank you,

*Hiep Nguyen*

Commission Deputy Clerk II  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
Phone: (850) 413-6770

*PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your email message may be subject to public disclosure.*

**From:** advocacy-contact@mg.gospringboard.io <advocacy-contact@mg.gospringboard.io>  
**Sent:** Tuesday, September 16, 2025 9:22 AM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Reject the FPL proposed settlement Docket #20250011

**CAUTION:** This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Dear Florida Public Service Commissioners,

I am a residential customer of Florida Power & Light (FPL) and a member of AARP, and I oppose FPL's attempts to raise its rates even higher than they already are. I opposed the increases FPL proposed in February, and I oppose the nearly identical increases FPL has now put forward with its corporate partners in a so-called "Settlement" negotiated in secret. These rates remain excessive and unfair to residential customers.

FPL's claim that this "Settlement" represents residential customers like me and my family is false. No one from FPL ever consulted us, asked for our input, or received our consent to speak on our behalf. Instead, FPL chose to ignore the voices of ordinary Floridians who have already expressed strong opposition to these increases.

My family and I call on the Public Service Commission to reject these secret deals cut with large industrial and commercial interests and to hold FPL accountable.

Enough is enough — protect residential customers from corporate greed and unjustified rate hikes.

Thank you for your time and consideration.

Sincerely,

Bonnie Hart  
6249 Antigua Way  
Naples FL, 34113-8851  
[bonniehart202@gmail.com](mailto:bonniehart202@gmail.com)

**Docket No. 20250011-EI**  
**Sample AARP Member Email**  
**Opposing FPL Settlement**  
**Exhibit ZS-4, Page 2 of 2**