



1 APPEARANCES:

2 ANDREW M. BROWN, ESQUIRE, Macfarlane Ferguson  
3 & McMullen, P.O. Box 1531, Tampa, Florida 33601,  
4 appearing on behalf of Peoples Gas System (PGS).

5 J.R. KELLY, PUBLIC COUNSEL; CHARLES REHWINKEL,  
6 DEPUTY PUBLIC COUNSEL; A. MIREILLE FALL-FRY, ESQUIRES,  
7 Office of Public Counsel, c/o The Florida Legislature,  
8 111 West Madison Street, Room 812, Tallahassee, Florida  
9 32399-1400, appearing on behalf of the Citizens of the  
10 State of Florida (OPC).

11 KURT SCHRADER, BIANCA LHERISSON, JENNIFER  
12 CRAWFORD, ESQUIRES, FPSC General Counsel's Office, 2540  
13 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850,  
14 appearing on behalf of the Florida Public Service  
15 Commission (Staff).

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

2 CHAIRMAN CLARK: Good morning. I'd like to  
3 welcome all of you to this customer service hearing  
4 in the Peoples Gas rate case. Today's hearing is  
5 an important part of the rate case process and is  
6 dedicated to hearing from you, the customers. My  
7 name is Gary Clark. I have the privilege of  
8 serving as the Chairman of the Florida Public  
9 Service Commission. On the line today are also  
10 Public Service Commissioners, Commissioner Brown,  
11 Commissioner Fay, Commissioner Polmann and  
12 Commissioner Graham. We are here to listen to your  
13 comments about the service you receive from the  
14 utility, as this is an important element in our  
15 decisions in this rate case.

16 I would like to give the Commissioners an  
17 opportunity to make any opening comments if they  
18 would like. Commissioners. Everybody is passing  
19 this morning.

20 We will move right along. Staff, would you  
21 please read the notice?

22 MR. SCHRADER: Thank you, Commissioner. By  
23 notice issued on September 17th, 2020, this time  
24 and place has been set for a Customer Service  
25 Hearing at Docket No. 20200051-GU and 20200166.

1           CHAIRMAN CLARK: Thank you, Mr. Schrader. All  
2 right. We'll take appearances now beginning with  
3 Peoples Gas.

4           MR. BROWN: Andy Brown of the Law Firm of  
5 Macfarlane Ferguson on behalf of Peoples Gas. Also  
6 here on the call today are Kandi Floyd, who is the  
7 Director of Regulatory and Karen Sparkman who is  
8 the Vice-President of the Customer Experience.

9           CHAIRMAN CLARK: Thank you, Mr. Brown. Office  
10 of Public Counsel.

11          MS. FALL-FRY: Good morning. A. Mireille  
12 Fall-Fry with the Office of Public Counsel. Also  
13 on the line are J.R. Kelly, the Public Counsel, and  
14 Charles Rehwinkel, the Deputy Public Counsel.

15          CHAIRMAN CLARK: Thank you, Ms. Fall-Fry.  
16 FIPUG. Mr. Moyle.

17          MR. SCHRADER: Mr. Chairman, I don't believe  
18 Mr. Moyle is planning on attending.

19          CHAIRMAN CLARK: Okay. All right. Let's move  
20 on to staff counsel.

21          MR. SCHRADER: Kurt Schrader for staff  
22 counsel. Also putting appearances for Bianca  
23 Lherisson and Jennifer Crawford.

24          CHAIRMAN CLARK: All right. Thank you. Do we  
25 have everyone making an appearance today?

1 All right. I want to begin by thanking each  
2 of you, customers, for taking time out of your  
3 schedule to call into this hearing this morning.  
4 We appreciate your interest in the petitions that  
5 have been filed by Peoples Gas. As I mentioned,  
6 this hearing is designed so that we can hear  
7 directly from you, the customer. This is your  
8 opportunity to express your thoughts, concerns and  
9 comments related to the utility service.

10 On October 27th through October 29th, the  
11 Commission will hold a technical hearing where we  
12 will hear further evidence on this case. The  
13 Commission will use your testimony and the evidence  
14 from the technical hearing to determine reasonable  
15 rates based on the cost of service and Florida law.  
16 If you have specific service or billing issues, the  
17 company has provided a representative to contact  
18 for those participating in this proceeding. Pam  
19 Bayyat, Manager of Customer Experience Center, will  
20 be listening to the hearing and is available to  
21 field customer calls post-hearing. Her contact  
22 number is (813)228-1129.

23 The Office of Public Counsel is the group  
24 created by the Florida Legislature to provide legal  
25 representation for the people of the state in

1 utility-related matters. They represent you in  
2 this case, and if you have concerns or questions,  
3 you may contact them direct at 1(800)342-0222.

4 Mr. Tripp Coston, Economic Supervisor here at  
5 the Public Service Commission, is the PSC  
6 representative for this docket. There are also  
7 additional Commission staff on the line from our  
8 Engineering Division, Accounting Division, as well  
9 as the General Counsel's Office and the Consumer  
10 Affairs Office. This is an official hearing that  
11 will be transcribed and become part of the official  
12 record. As such, I will swear you in over the  
13 phone before you share your comments. Please note,  
14 your comments may also be subject to  
15 cross-examination. That is, you may be asked  
16 questions by either of the parties, or by the  
17 Commissioners.

18 For those customers calling in, we ask that  
19 you please mute your connection unless you are  
20 speaking. If your line is causing feedback or  
21 additional noise, you may be muted or disconnected.  
22 If you're disconnected for any reason, please call  
23 back in as soon as you can. If you're speaking, do  
24 not use the speaker function on your telephone.  
25 Please speak directly into the phone or use a

1 headset. If you are participating by telephone, it  
2 is recommend that you do not attempt to watch the  
3 video stream of the event. There is a significant  
4 delay in the live-stream broadcast and the call-in  
5 number, which may cause serious feedback issues.

6 In addition to sharing your comments here, you  
7 may also share your comments and any additional  
8 materials that you would like to submit for the  
9 Commission's consideration via mail, or you may  
10 email the Commission's Clerk at  
11 clerk@psc.state.fl.us, referencing Docket No.  
12 20200051-GU. Whether your comments are made  
13 verbally today or are received in writing, be  
14 assured that your comments are taken into  
15 consideration in this matter.

16 Now, I'd like to give the parties the  
17 opportunity to make some brief opening statements.  
18 And we'll begin with Peoples Gas. Mr. Brown -- Ms.  
19 Floyd.

20 MS. FLOYD: Good morning. Good morning, Mr.  
21 Chair, Commissioners and ladies and gentlemen. My  
22 name is Kandi Floyd. I am the Director of Peoples  
23 Gas -- Director of Regulatory -- excuse me -- of  
24 Peoples Gas System. And we do appreciate the  
25 opportunity to participate in the hearing this



1 morning. Peoples Gas System proudly operates the  
2 largest retail natural gas distribution system in  
3 the state of Florida, and we provide natural gas to  
4 over 400,000 customers, which includes residential,  
5 commercial and industrial customers. It's been 12  
6 years since Peoples requested an increase in base  
7 rates, which includes the customer charge and the  
8 distribution component of the bill, which is  
9 approximately half of the total bill. Peoples has  
10 avoided a base rate increase by managing its costs  
11 and achieving balanced regulatory outcomes, such as  
12 the ability to lower base rates by approximately  
13 five percent due to federal tax decreases, while  
14 successfully responding to high customer demand  
15 growth.

16 Since our last base rate increase, we have  
17 grown our system by 2,700 miles and over -- added  
18 over 105,000 customers. While our efforts have  
19 prevented an increase to base rates for 12 years,  
20 the combination of necessary system improvements to  
21 meet customer demand and ensure reliability,  
22 increased costs and involving compliance  
23 expectations, require us now to seek a base rate  
24 increase.

25 A key strategic principle of Peoples is our

1           commitment to our customers, and at Peoples we take  
2           pride in serving you well and continuing to improve  
3           our service and reliability. For the eighth  
4           consecutive year in a row, our residential  
5           customers have rated us highest in customer  
6           satisfaction in the South Midsize Segment of the  
7           J.D. Power 2020 Gas Utility Residential Customer  
8           Satisfaction Study. Our score was the highest in  
9           the history of the study.

10                   Peoples customers rely on the company to  
11           provide a resilient and dependable energy source,  
12           especially through hurricane season. The majority  
13           of Peoples Natural Gas distribution system is  
14           underground and it provides significant reliability  
15           during hurricane event, resulting in minimal  
16           outages and providing energy resiliency post-event.  
17           Our current request to increase base rates after 12  
18           years will fund the system improvements and cover  
19           the cost to manage our organization to the high  
20           standards that our customers have come to expect.

21                   While we understand that most of you here this  
22           morning will provide input to the Commission about  
23           the company's request, as Chairman Clark mentioned,  
24           we do have people that are available to help you,  
25           Ms. Pam Bayyat. We will provide her number again

1 at the end of the hearing -- (INAUDIBLE) -- is  
2 happy to help you.

3 We would like to thank the Commissioners,  
4 staff and the customers for participating in this  
5 hearing and providing us the opportunity to listen  
6 to your needs. Peoples understands that our  
7 customers truly have a choice in using natural gas  
8 to meet your energy needs and we take pride in  
9 providing that service to you.

10 Thank you again for your participation in  
11 today's hearing.

12 CHAIRMAN CLARK: Thank you, Ms. Floyd. Next  
13 we'll here from OPC. Ms. Fall-Fry.

14 MS. FALL-FRY: Good morning. As you heard  
15 earlier, my name is A. Mireille Fall-Fry and I work  
16 with the Office of Public Counsel. Our office was  
17 legislatively created to be separate and  
18 independent from the Public Service Commission, and  
19 we represent you, the customers. I want to welcome  
20 you and thank you for taking the time to be with us  
21 today, and, more importantly, for taking the time  
22 to make your comments to the Commission in this  
23 matter.

24 We are here because Peoples Gas System is  
25 asking for an annual rate increase of approximately

1           85 million dollars. We do not believe PGS needs  
2           this much money to continue to provide you with  
3           safe, adequate and reliable service, nor that it  
4           has provided evidence to support its request. With  
5           the assistance of utility experts we have hired to  
6           testify on your behalf, we believe PGS should  
7           receive no more than 42 million dollars.

8                       Specifically, our accounting expert has  
9           identified several areas of expenses and costs she  
10          believes are overstated, are not supported by the  
11          evidence. Additionally, PGS is requesting a return  
12          on equity of 10.75 percent, which we advocate is  
13          totally unreasonable under today's financial and  
14          economic conditions where interest rates are  
15          decreasing for everyone else. Our expert is  
16          recommending no more than 9.5 percent.

17                      This is your hearing, your opportunity to  
18          express on the record your thoughts on this rate  
19          increase. Please take advantage of this  
20          opportunity. Address the Commissioners who want to  
21          hear what you have to say. Let them know how you  
22          feel about the quality of service you receive from  
23          Peoples Gas Service and, more importantly, your  
24          thoughts on this rate increase requested by PGS and  
25          how it will impact you and your family.

1           The Public Service Commission is holding these  
2           hearings for the sole purpose of getting your  
3           input. If you are watching the live stream of this  
4           hearing and did not get an opportunity to sign up  
5           to participate in any of the hearings, you may  
6           still email your comments to [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us).  
7           And you may also contact the Office of Public  
8           Counsel at 1(800)342-0222. Thank you.

9           CHAIRMAN CLARK: Okay. Thank you, Ms.  
10          Fall-Fry. We're going to begin our customer  
11          testimony portion. We want to give every customer  
12          that has signed up the opportunity to speak. Each  
13          customer will have three minutes for public comment  
14          so that everyone has a chance to make their  
15          comments today. I will call your name when it is  
16          your turn to speak in the order in which you have  
17          signed up. When it is your turn to speak, I will  
18          swear you in before you begin your verbal comments.  
19          I would also like to remind everyone that once  
20          sworn in, your testimony -- the testimony that you  
21          provide will be under oath. When you come onto the  
22          line to speak, please state your name, address and  
23          state, whether you are a Peoples Gas customer or  
24          not. Your verbal comments are being transcribed  
25          and will become part of the official record for

1           this case.

2                   With that, I'm going to begin calling on the  
3 customers for their testimony. We'll begin with  
4 Mr. Dan Anghel. Mr. Anghel, are you on the line?  
5 Mr. Anghel.

6                   All right. We'll come back to him. Next up  
7 is Dr. Brian Letts. Dr. Letts, are you on the  
8 line?

9                   DR. LETTS: Yes, sir.

10                   CHAIRMAN CLARK: All right. Let me swear you  
11 in.

12 Whereupon,

13                                   DR. BRIAN LETTS  
14 was called as a witness, having been first duly sworn to  
15 speak the truth, the whole truth, and nothing but the  
16 truth, was examined and testified as follows:

17                   DR. LETTS: Yes, sir.

18                   CHAIRMAN CLARK: All right. You have three  
19 minutes, sir.

20                                   EXAMINATION

21                   DR. LETTS: Well, thank you for the  
22 opportunity. So I appreciate any business that  
23 needs to increase their -- I mean, their cost to  
24 their service as a result of inflation, even though  
25 hopefully they're going to do everything they can

1 to be more efficient. With that in mind, the  
2 annual interest rate, or the inflation rate, even  
3 at two percent, would be an increase of \$14.17.  
4 And at three percent, would be at \$15.78. So  
5 inflation rate doesn't really cover the expenses  
6 that they're already asking for. That's number  
7 one.

8 Number two is, the price of natural gas, you  
9 only can go back ten years, but even at that point  
10 it was 6,063 -- \$6.63. And today it's \$1.41, which  
11 is a dramatic -- unbelievable. Thank God for our  
12 natural gas explorers out there that provide that  
13 extra gas. And so obviously that price is  
14 dramatically decreased, so. And then, of course,  
15 with any business, every business should be looking  
16 at how to make their operations more efficient.  
17 And so -- and to cut costs, and every company out  
18 there does that. And I would expect nothing less  
19 than our natural gas company to do the same thing.

20 So, from my perspective, I would say that the  
21 increase is not warranted. Is there an increase  
22 that would be warranted? I don't know, but it's  
23 certainly not as much as the company is asking for.  
24 And somebody, I think the Director, mentioned that  
25 she -- half of it was related to providing the gas,

1 natural gas itself, and then half of it was the  
2 services. And so if half of it is based on the  
3 cost of gas, then the cost of gas dramatically  
4 drops, which tells me maybe there shouldn't even be  
5 an increase at all.

6 So, anyway, that's my comments. I appreciate  
7 it. And if you have any questions, I'd be happy to  
8 answer.

9 CHAIRMAN CLARK: Thank you very much,  
10 Dr. Letts. Commissioners, any questions? Dr.  
11 Polmann.

12 EXAMINATION

13 COMMISSIONER POLMANN: Thank you, Mr.  
14 Chairman. I appreciate the customer's concern  
15 about the rate increase. I would like to hear if  
16 you have any concerns about the service that you're  
17 receiving. I hear your comments about the bill.  
18 I'd like to know if you have any comments about the  
19 type of service or the quality of service, or your  
20 interaction with the company on how you're being  
21 treated by the company. Can you offer any comments  
22 on that? Do you have any concern about that?

23 CHAIRMAN CLARK: Dr. Letts.

24 DR. LETTS: Sure. I think the company has  
25 done, actually, an outstanding job of customer



1 service. I've never had any experiences with an  
2 outage or any customer -- or issues with my  
3 statements or anything like that. And when I've  
4 had some questions, for example, I just recently  
5 installed an outdoor kitchen, which was the -- the  
6 grill is a natural gas grill, so I had to get this  
7 set up and I was able to contact somebody and they  
8 were able to direct me to the kind of people that  
9 needed to properly install it. So I think overall,  
10 from a customer service perspective, it's  
11 outstanding.

12 COMMISSIONER POLMANN: Very good. Thank you,  
13 Dr. Letts. I appreciate that additional  
14 information.

15 CHAIRMAN CLARK: Thank you. Other  
16 Commissioners, any questions?

17 All right, any of the parties have questions  
18 for the witness? All right. Seeing none. Thank  
19 you, Dr. Letts, for your testimony today.

20 DR. LETTS: You're welcome.

21 CHAIRMAN CLARK: Next up we have Barry  
22 Wurgler. Mr. Wurgler, are you on the line?

23 MR. WURGLER: Yes, I am. Can you hear me  
24 okay?

25 CHAIRMAN CLARK: Yes, sir. We can. Let me

1 swear you in.

2 Whereupon,

3 BARRY WURGLER

4 was called as a witness, having been first duly sworn to  
5 speak the truth, the whole truth, and nothing but the  
6 truth, was examined and testified as follows:

7 MR. WURGLER: Yes, sir, I do.

8 CHAIRMAN CLARK: All right. You have three  
9 minutes, sir.

10 EXAMINATION

11 MR. WURGLER: Thank you, I appreciate the  
12 time.

13 Good morning, Mr. Chairman and Commissioners.  
14 My name is Barry Wurgler. I work as general  
15 counsel at a development company called Ash  
16 Development. We're located in Jacksonville. We  
17 develop, own and manage self storages, as well as  
18 various retail and office space throughout all of  
19 northeast Florida, including in St. Johns County  
20 where we have accounts with Peoples Gas, as well as  
21 our tenants. I have worked in real estate  
22 development since 2003. I have been with national  
23 developers. I have done easement agreements with  
24 utility companies from here to California to  
25 Wisconsin. Probably dealt with 50 to 100 different

1 entities over my time. I've worked with big  
2 companies like Duke Energy and I've worked with  
3 companies that aren't even utilities in most states  
4 that I know of, like Comcast. And all of these  
5 agreements to develop a shopping center when we go  
6 to do construction, utility companies, of course,  
7 need easements across our land, lay their lines,  
8 and then from their main line to the individual  
9 units within the shopping center to provide  
10 service, or gas especially for our restaurant  
11 users.

12 With that, with every entity I've ever dealt  
13 with, there is an indemnity and insurance  
14 provision, as there is in any construction  
15 contract. What that does is, whoever is doing the  
16 work agrees that their insurance will handle any  
17 work done by them, their employees and their  
18 contractors. They're the ones who are managing the  
19 project. They're the ones who are in control.  
20 Only makes sense. Why have two policies over the  
21 same work. With that is an indemnity provision.  
22 Anyone who's not familiar with an indemnity  
23 provision, indemnity simply means if we both get  
24 named in a lawsuit, which we would as a landowner,  
25 we will indemnify you for any damage or loss that

1           was claimed because of the work done by us.  
2           Everybody, even Comcast, who, let's face it, can be  
3           pretty difficult to deal with, even Comcast will  
4           agree to insure and indemnify for the work that  
5           they're doing on our land. The only company that  
6           I've dealt with in my 17 years of working in  
7           development that will not do it is Peoples Gas.  
8           They refuse to -- (INAUDIBLE) -- for any easement  
9           agreement to have an insurance and indemnity  
10          provision. That puts us in a position that we  
11          would then have to go out and procure insurance to  
12          protect ourselves because we're -- you know, our  
13          insurance is for us as a landlord and a building  
14          owner over the structural elements, so on and so  
15          forth, which our tenants pay into that policy which  
16          are -- by the way, our center is located at 525  
17          State Route 16 in St. Augustine. It's the Westgate  
18          Shopping Center. That's who, on behalf, I'm  
19          calling today.

20                 Now, we -- the tenants then pay for our  
21          insurance as part of their rent and we bill it back  
22          through to them. So this cost gets passed on.  
23          We're trying to help out our tenants to keep their  
24          costs low, especially when we've been faced with  
25          Covid. Our restaurants have really been struggling

1 and we, as the landlord, have lost a lot of money  
2 and rent revenue and aren't getting the relief that  
3 other people are getting. So we have to remain  
4 efficient. Peoples Gas already has insurance on  
5 their work. They're already in a position to  
6 provide this. All they need to do is add me as an  
7 additional insured, my company as an additional  
8 insured, and sign an easement agreement, which  
9 everybody else does. They refuse to do it.

10 Also in the agreement it says who is the  
11 excavator, and that matters for the  
12 call-before-you-dig statute. Again, they refuse to  
13 list themselves as the excavator, even though  
14 they're the ones who are doing the work. They want  
15 to make that responsibility ours, as well. I don't  
16 have the resources to send a manager out to manage  
17 their construction. I don't have contractual  
18 privity with their contractors. I can't sue them  
19 if something goes wrong, and I'm not there to make  
20 sure that their contractors and their agreements  
21 have insurance themselves. So it's also public  
22 safety. We cannot have contractors out doing work  
23 throughout our community, who don't have insurance.

24 Peoples Gas is in a position to make sure the  
25 contractors are insured and they're in a position

1 to provide the insurance to the landowners, but  
2 they brazenly refuse to do it. I had numerous  
3 discussions, and I told them I was going to be on  
4 this call today and asked them to reach out to me  
5 so we could reach an agreement beforehand so that  
6 they've been warned. And I've talked to different  
7 people throughout the organization and I'm told to  
8 basically, the parent corp in Nova Scotia is not  
9 permitting them to put this into their provision.  
10 So, in a sense, I'm dealing with a puppet here. I  
11 can't get to the main company to even negotiate  
12 this term of the agreement, but I see it as very  
13 oppressive. I don't think they should be given a  
14 dime. And, if they are given anything at all, they  
15 should be required to ensure, indemnify, and to  
16 properly identify themselves as the excavator. And  
17 I have nothing further.

18 CHAIRMAN CLARK: Thank you, Mr. Wurgler.  
19 Commissioners, questions? Commissioner Brown.

20 EXAMINATION

21 COMMISSIONER BROWN: Mr. Wurgler, thank you  
22 for calling in. You're speaking my language here,  
23 so I completely understand your -- the position  
24 that you are in and the developer is in.

25 I am curious to hear directly from Peoples Gas

1           why -- the two things that you mentioned, why they  
2           will not indemnify as well as provide that they are  
3           the excavator when doing a project like you  
4           prescribed. Mr. Brown.

5                   MR. BROWN: Thank you, Commissioner Brown. I  
6           think the -- with regard -- let me address first  
7           the indemnification and having everybody named on  
8           Peoples insurance policy. One of the issues on  
9           that is if Peoples were to take on that  
10          responsibility for everybody who is in this  
11          customer's position, the cost of insurance would  
12          undoubtedly go up. I mean, to the extent now you  
13          are going to name everybody on the policy as an  
14          additional insured, that's going to be an increased  
15          cost that has to be borne by all of the ratepayers  
16          in the company.

17                   With regard to the excavator issue, I must  
18          admit, I am not familiar with that, but would be  
19          happy to take that offline. I don't know that --  
20          and I just don't know one way or the other as to  
21          whether this has been an issue with other customers  
22          or not. So I probably shouldn't comment any  
23          further on that. I don't know if anyone else  
24          online can address that issue directly either,  
25          probably either Kandi or Karen Sparkman, and I

1 don't want to put them on the spot here. Normally  
2 we would be all sitting in one spot and we could  
3 point to one another and ask, but I -- but I do  
4 think the insurance issue is one that simply is  
5 cost. If we are now going to be adding hundreds of  
6 people as additional insureds and taking on their  
7 risk for whatever they're involved in, that's going  
8 to increase the cost of insurance. There's simply  
9 no way around that. So I'll let Kandi comment on  
10 the excavator if she --

11 MS. FLOYD: I really do not have much further  
12 to add. Again, this issue is new to me, as well,  
13 just hearing it this morning. So we're happy to  
14 take this back to our legal and real estate team to  
15 further evaluate the situation and determine if  
16 there's a remedy to the concerns here.

17 COMMISSIONER BROWN: Thank you, Ms. Floyd.  
18 And I would ask our staff to look at the best  
19 practices that our Florida utilities deploy when  
20 involved in situations like this, whether it's  
21 Florida city gas, or even utilities, electric,  
22 IOU's when they have to go underground. So I -- I  
23 understand Mr. Wurgler's position that he's in.  
24 And, really, the other option is the developer, I  
25 guess, to do the work and pass on those charges via



1 the CAM when they negotiate the rent.

2 MR. WURGLER: May I have 20 seconds to rebut,  
3 please?

4 CHAIRMAN CLARK: Yes, you're recognized.

5 COMMISSIONER BROWN: Oh, absolutely. Sorry.  
6 Sorry, Mr. Chairman.

7 MR. WURGLER: Thank you. I appreciate that.  
8 Actually, I don't even need them to specifically  
9 list us an additional insured, just to insure us  
10 for work that I guarantee they already have the  
11 insurance policy and everyone across the board does  
12 it. And, finally, my last comment I want to ask,  
13 I'm looking at the J.D. Power 2019 Gas Utility  
14 Residential Customer Satisfaction Study. On J.D.  
15 Power website, Peoples is rated 8th out of 13, not  
16 number one. I having nothing further.

17 Thank you all for your time. I greatly  
18 appreciate it. It shows democracy in action.  
19 Other countries don't have the ability to take part  
20 in the process of their local government like is  
21 provided by people like you. I appreciate your  
22 time so much. Do not appreciate companies with  
23 oppressive terms in their agreements being forced  
24 on to consumers of Florida. Thank you, again.

25 CHAIRMAN CLARK: Thank you, Mr. Wurgler.

1 Commissioners, other questions?

2 All right. Parties, any questions from the  
3 parties?

4 All right. Thank you very much. Moving to  
5 our next customer, Jarod Burrer. Jarod, are you on  
6 the line? Jarod. Jarod Burrer.

7 Okay. Let's go back up and see if Mr. Anghel  
8 is on the line. Dan Anghel. Mr. Anghel, are you  
9 on the line?

10 All right. Do we have any other parties that  
11 have called in to provide testimony, have  
12 registered, that I may have overlooked?

13 All right. Seeing none. Thank you again for  
14 taking the time out of your schedules today to call  
15 into this service hearing. Your comments and  
16 testimony are very important to the process. We  
17 appreciate you assisting us in this proceeding. If  
18 you have any questions, please feel free to contact  
19 our staff, one of the company representatives, or  
20 the Office of Public Counsel who represents you,  
21 the consumers, in this case. Are there any closing  
22 remarks from staff?

23 MR. COSTON: Legal, Mr. Chairman.

24 CHAIRMAN CLARK: Mr. Coston.

25 MR. COSTON: Thank you, Chairman. This is

1 Tripp Coston with Commission staff and I just want  
2 to take a moment to share with those who  
3 participated today, as well as those who may be  
4 listening or watching this proceeding today, that  
5 information about this rate case is available on  
6 the Commission's website, and that would be  
7 Floridapsc.com. You can find that on our home  
8 page. It would be under the header, hot topics.  
9 It's the very first item under that header. And  
10 just wanted to take a moment to point out two items  
11 that are in that -- that are available to the  
12 customers. One of those is a link that says, rate  
13 case overview. That is a document that staff has  
14 created to provide a summary of this particular  
15 rate case for the customers. And also included in  
16 that document is my contact information, as well as  
17 contact information of other technical staff. If  
18 any customer has any questions about the rate case  
19 or the proceeding itself, please let us know and we  
20 will do everything to get those questions answered  
21 for you.

22 And, second, for those who may be listening or  
23 watching, who are not able to directly participate  
24 today, there is a link that is titled PSC comment  
25 card, if you click on that, that is a form that

1 will pop up that you would be able to print and  
2 fill in your comments about this case. It has the  
3 Commission's address attached to that card. You  
4 can mail that in and when the Commission receives  
5 it, we will enter it into this docket for  
6 consideration. Thank you so much, Mr. Chairman.

7 CHAIRMAN CLARK: Thank you, Mr. Coston.

8 All right. Commissioners, any final comments  
9 before we conclude the hearing?

10 All right. Let me just again say thank you to  
11 the staff for all of the hard work that you have --

12 DR. LETTS: Excuse me.

13 CHAIRMAN CLARK: Yes.

14 DR. LETTS: Could I just ask -- this is Brian  
15 Letts again. I just have a question. So what is  
16 the next steps for the Commission from the  
17 standpoint of making a decision on this rate  
18 increase, as well as to, if there is one, how much?

19 CHAIRMAN CLARK: And would you identify  
20 yourself again? I apologize. I didn't hear that.

21 DR. LETTS: It's Dr. Brian Letts.

22 CHAIRMAN CLARK: Oh, Dr. Letts. Yes. The  
23 next step in the proceeding, I believe is a  
24 technical hearing, but I'll ask Mr. Schrader to  
25 kind of summarize where we go next.

1           MR. SCHRADER: Yes. The next steps will be  
2 later this month. There will be a technical  
3 hearing where basically we will handle the rest of  
4 the matters.

5           CHAIRMAN CLARK: Did that answer your  
6 question, Mr. Letts?

7           DR. LETTS: Yeah. So what is the timing as to  
8 when a final decision would be made?

9           CHAIRMAN CLARK: The technical hearing will  
10 occur on October 27th through the 29th. Mr.  
11 Schrader, would you answer the rest of that?

12          MR. SCHRADER: That's correct.

13          CHAIRMAN CLARK: Then what is -- what are the  
14 next steps?

15          MR. SCHRADER: I think let -- Ms. Helton  
16 knows.

17          CHAIRMAN CLARK: Ms. Helton is going to step  
18 in and answer that question for us and give us the  
19 time line.

20          MS. HELTON: From there, Mr. Chairman, the  
21 hearing is scheduled currently for October the 27th  
22 through the 29th and the parties will have the  
23 opportunity to file briefs and -- on the issues  
24 that will be set at the pre-hearing conference, I  
25 think which is scheduled for Monday. And the

1           briefs are due on November the 12th. And then  
2           after that, probably about five to six weeks later,  
3           your staff will file a recommendation for you to  
4           consider all of the issues in the case. And from  
5           that recommendation, you will take -- you will vote  
6           on the issues that will determine then what the  
7           rate increase, if any, would be. After your vote,  
8           then your staff will turn that vote into a final  
9           order, which parties would have the opportunity to  
10          appeal within 30 days of the issuance of the order.  
11          So I don't expect that this all will become final  
12          until probably the beginning of next year.

13                   CHAIRMAN CLARK: Dr. Letts, that was kind of a  
14          legal overview there. We've got the technical  
15          hearing that's coming up the 27th through the 29th.  
16          That's where all of the witnesses will present  
17          their information. The Office of Public Counsel  
18          will present their position, as well. The  
19          Commission will weigh that information out. The  
20          parties will have 30 days after that to file their  
21          briefs. Then the Commission will make a decision.  
22          Probably looking at January, February -- probably  
23          February before the Commission would actually vote  
24          on the final order.

25                   DR. LETTS: Thank you for that information.

1                   CHAIRMAN CLARK:  You're very welcome.

2                   Any other comments or questions before we  
3                   close?

4                   All right.  Thank you all for being here  
5                   today.  The meeting is adjourned.  Thanks, guys.

6                   (Whereupon, the proceedings were concluded.)

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CERTIFICATE OF REPORTER

STATE OF FLORIDA )  
COUNTY OF LEON )

I, DANA W. REEVES, Professional Court Reporter, certify that the foregoing proceedings were taken before me at the time and place therein designated; that my shorthand notes were thereafter translated under my supervision; and the foregoing pages, numbered 3 through 31, are a true and correct record of the aforesaid proceedings.

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

DATED this 22nd day of October, 2020.



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DANA W. REEVES  
NOTARY PUBLIC  
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EXPIRES MARCH 22, 2024