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BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 20210015-EI

Petition for rate increase
by Florida Power & Light
Company.

_____ /

PROCEEDINGS: SERVICE HEARING

COMMISSIONERS
PARTICIPATING: CHAIRMAN GARY F. CLARK
COMMISSIONER ANDREW GILES FAY
COMMISSIONER MIKE LA ROSA
COMMISSIONER GABRIELLA PASSIDOMO

DATE: Thursday, June 24, 2021

TIME: Commenced: 6:00 p.m.
Concluded: 7:47 p.m.

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

REPORTED BY: DEBRA R. KRICK
Court Reporter

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

1 APPEARANCES:

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4 Boulevard, Juno Beach, Florida 33408; KENNETH A.
5 HOFFMAN, ESQUIRE, 134 W. Jefferson Street, Tallahassee,
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7 Company, One Energy Place, Bin 100, Pensacola, Florida,
8 32520; KATE COTNER, ESQUIRE, 2336 SE Ocean Boulevard,
9 Stuart, Florida 34996, appearing on behalf of Florida
10 Power & Light Company (FPL).

11 BRADLEY MARSHALL and JORDAN LUEBKEMANN,
12 ESQUIRES, Earthjustice, 111 S. Martin Luther King Jr.
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14 REICHERT, ESQUIRE, Earthjustice, 4500 Biscayne
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16 behalf of Florida Rising, Inc., League of Latin American
17 Citizens of Florida, and Environmental Confederation of
18 Southwest Florida.

19 THOMAS JERNIGAN, MAJOR HOLLY BUCHANAN, CAPTAIN
20 ROBERT FRIEDMAN, SERGEANT ARNOLD BRAXTON, EBONY PAYTON
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23 behalf of the Federal Executive Agencies.

24

25

1 APPEARANCES CONTINUED:

2 JON C. MOYLE, JR. and KAREN A. PUTNAL,
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4 Tallahassee, FL 32301; appearing on behalf of Florida
5 Industrial Users Group (FIPUG).

6 JAMES W. BREW and LAURA W. BAKER, Stone Law
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11 William C. Garner, 3425 Bannerman Road Unit 105, #414,
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14 GEORGE CAVROS, ESQUIRE, 120 E. Oakland Park
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16 appearing on behalf of Southern Alliance for Clean
17 Energy (SACE).

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

21 NATHAN A. SKOP, ESQUIRE, 420 NW 50th
22 Boulevard, Gainesville, Florida 32607, appearing on
23 behalf of Daniel R. and Alexandria Larson (Larsons).

24
25

1 APPEARANCES CONTINUED:

2 RICHARD GENTRY, PUBLIC COUNSEL; CHARLES
3 REHWINKEL, DEPUTY PUBLIC COUNSEL; PATRICIA A.
4 CHRISTENSEN and ANASTACIA PIRRELLO, ESQUIRES, OFFICE OF
5 PUBLIC COUNSEL, c/o The Florida Legislature, 111 West
6 Madison Street, Room 812, Tallahassee, Florida
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8 State of Florida (OPC.).

9 SUZANNE BROWNLESS, BIANCA LHERISSON, SHAW
10 STILLER and JENNIFER CRAWFORD, ESQUIRES, FPSC General
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12 Tallahassee, Florida 32399-0850, appearing on behalf of
13 the Florida Public Service Commission (Staff).

14 KEITH HETRICK, GENERAL COUNSEL; MARY ANNE
15 HELTON, DEPUTY GENERAL COUNSEL, Florida Public Service
16 Commission, 2540 Shumard Oak Boulevard, Tallahassee,
17 Florida 32399-0850, Advisor to the Florida Public
18 Service Commission.

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1 also for Wade Litchfield and Russell Badders.

2 CHAIRMAN CLARK: Thank you, Ms. Cotner.

3 OPC.

4 MS. CHRISTENSEN: Good evening. Hi. I am
5 Patty Christensen for the Office of Public Counsel.
6 I would like to put in an appearance for Richard
7 Gentry, the Public Counsel, Charles Rehwinkel and
8 Anastacia Pirrello.

9 CHAIRMAN CLARK: Thank you, Ms. Christensen.
10 Florida Rising.

11 MS. REICHERT: Hello. Good evening. My name
12 is Christina Reichert. I am entering an appearance
13 representing Florida Rising, the League of United
14 Latin American Citizens of Florida and the
15 Environmental Confederation of Southwest Florida.
16 And I would also like to enter appearances for my
17 colleagues Bradley Marshall and Jordan Luebke.

18 CHAIRMAN CLARK: Thank you, Ms. Reichert.
19 Federal Executive Agencies.

20 FIPUG.

21 SACE.

22 FRF.

23 Vote Solar. Ms. Ottenweller, are you on the
24 line?

25 CLEO Institute.

1 Walmart.

2 Larsons.

3 MR. SKOP: Yes. Good evening, Mr. Chairman.

4 Nathan Skop appearing on behalf of Daniel and
5 Alexandria Larson.

6 CHAIRMAN CLARK: Thank you, Mr. Skop.

7 FAIR, Mr. Wright.

8 MR. WRIGHT: Thank you, Mr. Chairman. Good
9 evening. Robert Scheffel Wright appearing on
10 behalf of Floridians Against Increased Rates,
11 Incorporated. I would also like to enter an
12 appearance for my law partner, John Thomas Lavia,
13 III.

14 Thank you.

15 CHAIRMAN CLARK: Thank you, Mr. Wright.

16 Staff counsel.

17 MS. LHERISSON: Bianca Lherisson on behalf of
18 Commission Staff. I would also like to enter an
19 appearance for Shaw Stiller and Suzanne Brownless.

20 MR. HETRICK: And good evening, Mr. Chair.
21 Keith Hetrick, your General Counsel. I would also
22 like to enter an appearance for Mary Anne Helton,
23 your Deputy General Counsel.

24 Thank you.

25 CHAIRMAN CLARK: All right. Thank you. Did

1 we get everyone?

2 All right. Let me begin by again thanking
3 each of you for taking time out of your schedule to
4 call into this customer service hearing this
5 evening. We appreciate your interest in the
6 petition filed by Florida Power & Light and Gulf
7 Power.

8 As I mentioned, this hearing is designed so
9 that we can hear directly from customers. This is
10 your opportunity to express your thoughts, concerns
11 and comments related to the utility's request. In
12 August, there will be a technical hearing where the
13 Commission will take in the substance and the
14 evidence of this case.

15 I would like to remind you that if you are you
16 have a technical issue and you have called in
17 tonight, we would ask that you call FPL/Gulf Power
18 customer service representative. They can be
19 reached by calling (833)407-2007. They are
20 available during the hearing tonight.

21 Mr. Curt Mouring from our Accounting & Finance
22 Division is the PSC representative for this docket,
23 and he can be reached by emailing
24 cmouring@psc.state.fl.us, or by calling
25 (850)413-6427. Commission technical staff are also

1 on the line today.

2 This is an official hearing and will be
3 transcribed and become part of the official record.
4 As such, if you have not already agreed to be sworn
5 in via the internet, I will swear you in over the
6 phone before you share your comments.

7 Please note that your comments are subject to
8 cross-examination. That is, you may be asked
9 questions by the parties or by one of the
10 Commissioners.

11 For those customers that are calling in, we
12 ask that you please keep your phone on mute until
13 you are called upon to speak. I will attempt to
14 call a group of three customers at a time, so you
15 will have advanced notice before your turn to
16 speak, then I will introduce each speaker. If you
17 have not been sworn in, I will swear you in, and
18 then you will be given three minutes to speak.

19 We are sticking to a strict three-minute
20 schedule as we have 50 customers on the line
21 tonight that are wanting to testify. That's going
22 to put us at probably a little over two hours. So
23 the folks at the back of the line are just as eager
24 to speak as the front. So we want to make sure we
25 get to everyone in a timely and efficient manner.

1 At the three-minute mark you will hear a bell
2 ring. If you do not hear the bell at the
3 three-minute mark, you will hear it again at the
4 3:15 mark, at which point in time I will ask you to
5 please conclude your comments within the next
6 couple of seconds.

7 Also, major reminder, please keep your phone
8 on mute until you are called upon to speak. That
9 is critically important. If when I call your name
10 you are not available, or not on the line, please
11 remain on the line to the end of the hearing. I
12 will give everyone who is missed an opportunity too
13 speak at the end of the hearing. We will not go
14 back and take up individuals that did not answer
15 when they were called upon. You will be taken up
16 at the end of the hearing, so stay on the line and
17 we will ask for your intervention at that point in
18 time.

19 Again, we appreciate everyone being here and
20 being prepared to speak tonight and address the
21 issues that are before us.

22 And at this time, I am going to invite FPL to
23 present a brief opening statement, that will be
24 followed by a statement from the Office of Public
25 Counsel, and then a brief moment for some of the

1 intervenors that would like to make a brief comment
2 as well.

3 Ms. Cotner.

4 MS. COTNER: Thank you, Chairman.

5 Christopher Chapel is here tonight to provide
6 the opening remarks for FPL.

7 MR. CHAPEL: Thank you, Mr. Chairman and
8 Commissioners. And thank you to all of our
9 customers who have taken the time to --

10 CHAIRMAN CLARK: Mr. Chapel, we lost you --
11 okay, we got you back.

12 MR. CHAPEL: I'm sorry?

13 CHAIRMAN CLARK: We lost you there for a
14 second. My apologies. You are back now.

15 MR. CHAPEL: Okay. Thanks, Chairman Clark.

16 Before I begin, I would like to extend our
17 thoughts and prayers to the families affected by
18 the tragedy in Surfside Miami. FPL is still
19 working closely with the Miami-Dade fire and rescue
20 to ensure their safety, and the safety of our
21 customers and our crews. As ever, we will remain
22 on-site as long as necessary, and will continue to
23 provide support to the responders and to the
24 community.

25 My name is Christopher Chapel, and I am the

1 Vice-President of Customer Service for FPL. FPL is
2 a regulated energy company. This means the Public
3 Service Commission oversees our rates and
4 operations to ensure we deliver safe and reliable
5 service at fair prices. We are here today because
6 we are asking for newly base rates beginning in
7 2022.

8 I am proud to be a part of the team that
9 provides you with America's best energy value,
10 electricity that's not just clean and reliable, but
11 also affordable. That doesn't mean that we
12 can't be better, which is why your feedback tonight
13 is so important to us. Fundamentally, our mission
14 is to provide you with excellent service at
15 affordable rates.

16 Your electricity is cleaner and more reliable
17 than ever. It's also affordable. The rates you
18 pay are well below the national average. Our
19 typical residential customer bill is lower today
20 than it was 15 years ago. This is the result of
21 FPL's consistent and deliberate efforts to
22 continuously improve upon our performance and the
23 value we provide our customers. It's a purposeful
24 and never-ending commitment to be the best utility
25 possible, and this is at the heart of our rate

1 request. We are standing by promising an even
2 better tomorrow. A resilient sustainable energy
3 future that all of us can depend on.

4 Our smart investments have increased
5 generation efficiency and dramatically improved
6 reliability. In fact, we have been the most
7 reliable utility in Florida for the last 15 years,
8 and we have improved storm preparedness and
9 mobilization. As a result, we have dramatically
10 improved our restoration times, but it's been five
11 years since our last rate request.

12 Florida is now the country's third largest
13 state and the world's 17th largest economy. FPL
14 has grown too. We now serve more than 11 million
15 Floridians. And though we have invested billions
16 of dollars every year to support Florida's growth
17 and to continuously improve your service, many of
18 these investments are not included in current
19 rates, so we've asked the PSC to approve a plan
20 that would phase in new rates starting in 2022.

21 Please keep in mind that the proposed increase
22 is spread across millions of customers in over a
23 four-year period. So even with the proposed rate
24 increase, typical residential bills will continue
25 to remain well below the national average. And

1 importantly, the plan will allow us to continue to
2 make proven investments in infrastructure, clean
3 energy and technologies that benefit our customers
4 and our growing state.

5 While we work hard every day to keep bills
6 low, we also recognize that some of our customers
7 face challenges. To this end, we partner with
8 dozens of assistance agencies to distribute LIHEAP
9 and Care to Share funding to help customers who are
10 struggling to pay their bills. And during the
11 COVID pandemic, we received approval from the PSC
12 to create a number of unique programs that provided
13 approximately \$75 million in assistance to
14 customers.

15 As we always have, and always will, we are
16 here to support our customers. In fact, as
17 Chairman Clark mentioned, employees are available
18 right now to help. You can contact them at
19 (833)407-2007.

20 In closing, we are committed to serving you
21 today while always looking over the horizon so we
22 are ready to meet your energy needs tomorrow. We
23 are looking forward to hearing from you. We want
24 to hear what we do well. To that end, we've asked
25 customers who have said they value our service to

1 share their thoughts here tonight, but more
2 importantly we want to know where we can improve.
3 And so I thank you for your participation, and
4 thank you for the opportunity to serve you.

5 CHAIRMAN CLARK: All right. Thank you, Mr.
6 Chapel.

7 OPC.

8 MS. CHRISTENSEN: Good evening. My name is
9 Patricia Christensen, and I am with the Office of
10 Public Counsel. We are an office with the
11 Legislature that was set up to represent you, the
12 ratepayers of Florida Power & Light.

13 We are investigating FPL's rate request in
14 this matter. To help us, we have hired experts in
15 accounting, depreciation, cost of capital and other
16 regulatory matters. We will try to get the best
17 result for you, the customer, that we can.

18 Today we are here -- we are here to hear you
19 from, the customer, about your experiences with
20 FPL, good or bad. We thank you for taking your
21 time to attend this hearing and to give us your
22 input.

23 Thank you.

24 CHAIRMAN CLARK: Thank you, Ms. Christensen.

25 Other parties that would like to speak.

1 Florida Rising.

2 MS. REICHERT: Thank you, Mr. Chair and
3 Commissioners, and thank you to the customers who
4 are able to be here this evening.

5 Florida Rising, LULAC and ECOSWF's missions
6 span across environmental conservation, economic
7 and civil rights and environmental and climate
8 justice. All three oppose FPL's attempts to raise
9 rates by 20 percent because it's bad for
10 ratepayers, it's bad for low-income and communities
11 of color, and it's bad for the environment.

12 Further, this rate spike is overwhelmingly
13 based on FPL's request to increase their own
14 profits and pay for unnecessary fossil fuel gas
15 plants in the midst of the climate crisis, as well
16 as other unnecessary expenses.

17 We have been listening, and we know that many
18 of you have noticed service crews who are working
19 on your transmission lines and restoring power
20 after storms. And we have heard from you that,
21 like us, you understand the need to swiftly develop
22 clean energy in Florida. But again, Florida can
23 build all of the solar that the state needs and
24 provide the excellent customer service and storm
25 response that ratepayers deserve without raising

1 rates. In fact, FPL could stop discontinuing the
2 over half-a-million customers that it has
3 disconnected over the course the pandemic and still
4 not raise rates.

5 Electricity rates matter because electricity
6 bills matter. And according to the United States
7 Energy Information Administration, FPL customers
8 have some of the highest rates in this country. As
9 such, we will be asking that the FPL's rate request
10 be rejected.

11 Thank you.

12 CHAIRMAN CLARK: Thank you, Ms. Reichert.

13 Mr. Skop.

14 MR. SKOP: Yes, sir. Thank you, Mr. Chairman.

15 My name is Nathan Skop. I'm privileged as an
16 attorney to represent Daniel and Alexandria Larson
17 in the FPL rate case.

18 The Larsons are FPL residential customers
19 residing in Palm Beach County. They are concerned
20 about the significant rate impact that would ensue
21 from the implementation of FPL's requested rates.

22 FPL has diverted, demonstrating this rate
23 request as fair, just and reasonable, and we look
24 forward to hearing the customer comments this
25 evening, and I will conclude my comments in the

1 interest of time.

2 Thank you, Mr. Chair.

3 CHAIRMAN CLARK: Thank you, Mr. Skop.

4 Mr. Wright.

5 MR. WRIGHT: Thank you, Mr. Chairman.

6 Good evening to you. Good evening,
7 Commissioners, and good evening to all the
8 customers who have shown out this evening.

9 My name is Robert Scheffel Wright. I go by
10 Schef. I was born in Miami, and I have worked on
11 energy matters and issues in Florida for more than
12 40 years, including service in Governor Bob
13 Graham's Energy Office, and seven years of service
14 on the Public Service Commission staff before I
15 became an attorney.

16 This evening, I have the privilege of
17 representing Floridians Against Increased Rates,
18 Incorporated. We call it FAIR. FAIR is a
19 nonprofit corporation. And on behalf of FAIR and
20 its more than 500 members who are FPL customers, I
21 thank you for showing out tonight.

22 I want to be clear about this from the outset.
23 From the viewpoint of customers, FAIR wants a
24 healthy FPL, but our position is simply that FPL
25 should have enough money, not too much. It is

1 FPL's duty and responsibility, it is their job to
2 provide safe and reliable service at the lowest
3 possible cost.

4 The evidence in this case will show that FPL's
5 request -- which by the way is by far the largest
6 in Florida history -- would give it way more money
7 than it needs to do its job. Putting it politely,
8 FPL's request is unreasonable, and the resulting
9 rates that it has asked for would be unfair.

10 The unfairness of FPL's request is simply
11 this, they don't need an extra \$1.1 billion of your
12 money that they want next year, and they don't need
13 everything they've asked for in 2023 either. Even
14 if FPL got no increase at all next year, FPL could
15 cover all of its projected expenses, including
16 interest, all of the costs associated with both
17 their projected investments and all their existing
18 investments for 2022 and still have well over \$2
19 billion in profits left over.

20 While a lot of their investments were not in
21 rates when the rates were set back in 2016, that
22 does not mean that those costs and expenses are not
23 covered. They are. FPL has earned at the absolute
24 maximum top end of its allowed rate of return for
25 the last three years.

1 And it's even worse than that. FPL also wants
2 to use surplus value that your payments will create
3 using what they call a depreciation reserve surplus
4 to pad their profits even more, up to potentially
5 another billion-and-a-half dollars over the next
6 four years.

7 FAIR and our witnesses will present detailed
8 evidence, and we will claim to prevent FPL from
9 getting anymore of your money that they don't need,
10 and to prevent them from using up value that you
11 create to pad their profits.

12 Tell the Commissioners what you think. Thank
13 you for participating, and thank you for your
14 attention.

15 CHAIRMAN CLARK: All right. Anyone else that
16 I have overlooked?

17 MR. EDWARDS: Excuse me?

18 CHAIRMAN CLARK: Yes, is there any -- any of
19 the intervenors that we overlooked?

20 All right. We will move -- I am sorry, and
21 your name, sir?

22 MR. EDWARDS: Tim Edwards. I am not sure if I
23 am an intervenor, so I just wanted to make sure you
24 knew I was on the line.

25 CHAIRMAN CLARK: Okay. If you are a customer,

1 we are getting to the customer portion now.

2 MR. EDWARDS: I apologize. I am fine.

3 CHAIRMAN CLARK: No problem. Thank you.

4 All right. We want to give every customer an
5 opportunity to speak that signed up to be a
6 participant tonight. I would just like to remind
7 you that you have three minutes for your comments.
8 Please try to contain them to the three minutes.
9 Pay attention, listen to the bell. When the bell
10 rings, please wrap your comments up as quickly as
11 possible.

12 If we overlook you, or if your name is called
13 and you do not appear, again, a reminder if you
14 would like to speak, just wait until the end and we
15 will give you an opportunity to make your remarks
16 at the very end. I am going to call customers out
17 in groups of three so you can be prepared.

18 The first customer will be Richard Clark, then
19 Lars Ljoen, then Melissa Lanniello. And we will
20 begin with Mr. Richard Clark.

21 Mr. Clark, are you on the line?

22 MR. CLARK: Mr. Chairman, I am.

23 CHAIRMAN CLARK: You are recognized, sir.

24 MR. CLARK: Thank you, Mr. Chairman and
25 members of the Commission, for the opportunity to

1 appear before you. My name is Richard Clark. I
2 reside at 4900 North Ocean Boulevard, Apartment 405
3 in Lauderdale by the Sea, Florida, 33308, and I am
4 a long-term customer of Florida Power & Light.

5 I would like to go on record that I am in
6 favor of the requested rate increase by Florida
7 Power & Light. I would like to quickly -- four
8 points that I would like to enter into the record.

9 No. 1, FPL has been a reliable, dependable and
10 highly responsible provider of our service.

11 No. 2, FPL has demonstrated a strong
12 commitment addressing global warming and climate
13 change as evidenced by their accelerated
14 development of solar energy.

15 No. 3, FPL, like most companies, has been
16 significantly burdened by the increased costs
17 resulting from the global supply chain, plus the
18 challenge of finding and keeping talent at rising
19 compensation demands.

20 Four, FPL must continue in protecting the
21 energy grid, if attacked, would be devastating.

22 All of these require significant investment
23 and increases the cost of doing business while
24 safeguarding and providing quality and reliable
25 service. I hope that this commission will view the

1 need and justification for their rate increase. I
2 truly believe that FPL's continued commitment to
3 our community and the quality of their service and
4 integrity constitute a strong case to support it.

5 I appreciate your time, and I will conclude my
6 remarks.

7 CHAIRMAN CLARK: Thank you very much, Mr.
8 Clark.

9 Anyone have any questions for Mr. Clark.
10 Next up, Lars Ljoen.

11 MR. LJOEN: Yes. Good evening, Mr. Chairman
12 and Commission. You have my on-line swear-in, or
13 do I need to be sworn in?

14 CHAIRMAN CLARK: You are recognized, sir.

15 MR. LJOEN: I am recognized. Thank you.

16 So my name is Lars Ljoen. I am the Executive
17 Vice-President for operation for Carnival Cruise
18 Line, and I represent Carnival Corporation in
19 Miami, and I would like to be on record to speak on
20 behalf as we are to become one of the largest
21 customers for FPL in one of our recent
22 announcements, together with the Port of Miami and
23 the City of Miami as connecting our cruise vessels
24 in Miami to the -- to the power grid, in what is
25 called cold ironing, or shore power.

1 We developed a pilot program with the City of
2 Miami and the Port of Miami, which we will -- we
3 have close cooperation with FPL, and we will
4 develop over the next two years to actually connect
5 the cruise industry to these ships.

6 And the reason we have interest of this, we
7 want to make sure that we support FPL in making the
8 right investments in sustainability and green
9 energy. The whole purpose of us doing this is to
10 reduce the global carbon footprint, and we want to
11 make sure that we do this for all the right
12 reasons.

13 We are making tremendous investments in our
14 ships, and we understand the need from FPL to make
15 investments in their infrastructure, and we are
16 extremely encouraged by their investment in green
17 energy and renewable energy, and we would like to
18 see that continue.

19 So for that record, we are on record to be
20 supportive of FPL with the caveat that, you know,
21 of course we are going to be a very large customer,
22 so we want -- also want to make sure that the
23 investments are made correctly on the renewable
24 side, and it helps us in our global footprint.

25 And with that, I will end my statement.

1 CHAIRMAN CLARK: All right. Thank you very
2 much, Mr. Ljoen.

3 Anyone have any questions?

4 All right. We will move to our next speaker,
5 Melissa Lanniello.

6 MS. IANNIELLO: Yes, I am here.

7 CHAIRMAN CLARK: You are recognized.

8 MS. IANNIELLO: I have not been sworn in. My
9 name, for the record, is Ianniello.

10 CHAIRMAN CLARK: Yes, Ms. Ianniello, we have
11 you recorded as sworn in when you signed on the
12 website.

13 MS. IANNIELLO: Okay. I wanted to make sure.
14 Okay. Well, anyway, thank you, Mr. Chairman.

15 So my name is Melissa Ianniello. I have been
16 a FPL customer for about 10 years or so. And I am
17 speaking today to ask the Commission to deny FPL's
18 ridiculous rate hike, 20 percent.

19 I don't know where all of these other speakers
20 are getting their talking points that FPL's bills
21 are so low, but it's not my reality. I live in a
22 very modest house, 1,800 square feet, with my
23 husband and a daughter, and we don't use crazy
24 amounts of electricity or energy at all, and my
25 bill every month is never under \$300 for an 1,800

1 square foot home. If FPL increases these rates to
2 20 percent -- I already did the math on this, and I
3 would be paying about an extra \$700 or so more
4 every year. And then I ask, you know, for what?

5 FPL says they are one of the most reliable
6 utilities in the country, but if your service is so
7 good, then why do they need to spend billions of
8 our dollars to replace their supposedly excellent
9 transmission system?

10 I know that FPL makes all their money by
11 building things like new transmission lines and
12 power plants, and honestly it's really whether we
13 need these things or not.

14 And speaking of power plants, I find it
15 unacceptable that FPL is still putting new gas
16 plants on the grid. I live in Coral Springs, which
17 is in South Florida, pretty close to the coast,
18 and, you know, FPL keeps talking about climate
19 change, and how concerned they are about it, but I
20 am super concerned. Our storms are getting worse
21 and worse. Hurricane season is worse and worse
22 ever single year, and FPL is pretending like these
23 new plants, you know, are going to use the
24 greenhouse producing fossil fuels and somehow stay
25 clean. That's straight up lie. That's not true.

1 And finally, one last thing, talking about the
2 pandemic, I have heard some people talk about the
3 pandemic. And I was among the many, many
4 Floridians who lost work, and luckily I was
5 fortunate that I never had my electricity cut off,
6 but millions of people did, you know. And I am
7 sitting here listening to how FPL is all about
8 customer service, but how could you cut off peoples
9 electricity in the middle of a pandemic when they
10 are already struggling?

11 And I am fortunate, again, I do have my income
12 again, but the high bills that led to millions of
13 other Floridians, you know, being in the dark is
14 ridiculous. You know, instead of building unneeded
15 and harmful projects at our expense, FPL should be
16 actually helping customers. That's energy
17 efficiency. So they can save money and power, and
18 FPL won't need to waste billions on many new power
19 plants.

20 So that's all I have to say. Thank you for
21 your time.

22 CHAIRMAN CLARK: All right. Thank you very
23 much for you comments tonight.

24 Anyone have any questions?

25 All right. Our next three speakers will be

1 Tim Edwards, and Mr. Edwards will need to be sworn
2 in, Lynn Williams, Kevin Lynskey.

3 Mr. Edwards, are you on the line?

4 MR. EDWARDS: I am on the line.

5 (Whereupon, Tim Edwards was sworn by Chairman
6 Clark.)

7 MR. EDWARDS: I do.

8 CHAIRMAN CLARK: You are recognized for three
9 minutes, sir.

10 MR. EDWARDS: Okay. As you got my name, it's
11 Tim Edwards. I am the owner of a restaurant
12 entertainment complex in Northwest Florida that's
13 been serviced by, was previously known simply as
14 Gulf Power. Gulf Power was recently acquired by
15 FPL, and I am speaking in favor of the proposed
16 rate increase. I am basing that not only on my 40
17 plus years of very positive relationships with Gulf
18 Power, but the subsequent relationship I currently
19 have with FPL as relates to the community.

20 I really can't add anything to some of the
21 earlier comments because I think they were some
22 very well-spoken ones, but I will say this: One of
23 the things that Gulf Power did, and what FPL
24 continues to do, is they continue to provide
25 extraordinary customer service in our area. And I

1 can't speak for every other area, but I guarantee
2 in this area, we have some of the best service that
3 you can ask for. And that's not just day-to-day,
4 but also during extreme conditions such as
5 hurricanes and so forth.

6 I have two stories to tell. One is we have
7 been in business now over 35 years. We have any --
8 have had at least four hurricanes that have
9 impacted our service. And like a lot of the other
10 businesses in the area, we were completely closed
11 until such time as we could at least get business
12 -- service. And by close, I don't mean closed for
13 customer business. I mean closed for anything.

14 Gulf Power and Florida Power & Light, they
15 responded in a timely fashion. They were highly
16 communicative. We knew what was going on. We knew
17 it couldn't happen over night. There was a lot of
18 work that needed to be done to repair some of the
19 infrastructure, but we were incredibly pleased with
20 how fast it happened so we could put our employees
21 back to work. In many cases, because we are a
22 restaurant, we were providing support services for
23 a lot of the people that were brought into the area
24 to help get the area back on track, specifically
25 referring to Hurricane Opal, when we were literally

1 overwhelmed, and we basically provided food to a
2 lot of the National Guard and other folks who come
3 down here on their own trying to get the area
4 functioning.

5 But I've also got experiences on a residential
6 basis. I have lived in this area for a
7 considerable amount of time. My mother-in-law, who
8 just turned 90, has had her home for over 40 years.
9 She has had, on occasion, some power issues. We
10 were able to go to Gulf Power and effectively
11 request service to be corrected. And the manner in
12 which it was done was very personal and very, very
13 expedited. My mother-in-law was very appreciative,
14 as was I.

15 And what I am saying is that they treated it
16 like a small company, and I know it's not, but the
17 fact we were able to speak to people at high levels
18 to get things done; the fact that the people that
19 actually did the work are locals, and they
20 effectively knew the people who knew us, that meant
21 a lot to us.

22 So I am speaking in favor of the proposed rate
23 increases, and everything that Florida Power &
24 Light and Gulf Power does.

25 CHAIRMAN CLARK: All right. Thank you very

1 much, Mr. Edwards.

2 Anyone have any questions?

3 All right. Next up, Lynn Williams. Lynn
4 Williams.

5 Next is Kevin Lynskey.

6 MR. LYNSKEY: Hi. Yes. Kevin Lynskey here.

7 CHAIRMAN CLARK: Yes, is this --

8 MR. LYNSKEY: I reside at 2606 Alhambra
9 Circle, Coral Gables, Florida. I am a 28 year
10 customer of Florida Power & Light.

11 I was lucky enough over the last few years to
12 work with Florida Power & Light in a professional
13 capacity. I headed the fifth largest water utility
14 in the United States, which is Miami-Dade County
15 Water & Sewer utility, and we spent nearly two
16 years negotiating an agreement for a reuse of
17 wastewater within Miami-Dade County. We recently
18 last year presented that proposal --

19 CHAIRMAN CLARK: Mr. Lynskey, hang on. Hold
20 on one second. Mr. Lynskey, hold on one second --

21 MR. LYNSKEY: Yeah.

22 CHAIRMAN CLARK: -- there is an unmuted phone
23 that's causing us some interference, as I can tell
24 by my court reporter popping up. There is three of
25 them? There are three individuals whose phones are

1 not on mute. Please put them on mute, or in 10
2 seconds you will be disconnected. If you are not
3 on mute in 10 seconds, you will be disconnected and
4 have to call back in.

5 Go ahead and take them off-line -- if they are
6 not on mute, go ahead and take them off.

7 My apologies, Mr. Lynskey. You may continue.

8 MR. LYNSKEY: Okay. I am sorry. I hope -- I
9 am not sure if you missed anything.

10 We negotiated a deal with the Miami-Dade
11 County Water & Sewer department with Florida Power
12 & Light to create a reuse facility for wastewater
13 that's produced in Miami-Dade County. It's the
14 fourth largest wastewater reuse program in Florida
15 history, and we are very proud of that. It will
16 provide up to 15 million gallons a day of
17 wastewater to Florida Power & Light to help cool
18 their cooling towers, but it frees up 15 million
19 gallons to help the environment with the
20 Everglades, where many of the canals what are
21 located that help Florida Power & Light keep their
22 nuclear facility running.

23 Florida Power & Light made a huge financial
24 commitment in this deal. It's not easy to make
25 these partnerships happen, because reuse is a very

1 expensive proposition. It's very environmentally
2 friendly, but it's also very expensive. So Florida
3 Power & Light committed up to \$300 million to
4 construct these complicated facilities, and the
5 county also has committed almost \$200 million to
6 make this project happen.

7 So I want to thank Florida Power & Light for
8 this commitment. The Board of County
9 Commissioners, Mayor Giménez, who helped steer it
10 through, Eric Silagy was at several of the meetings
11 and was very insistent on, you know, helping the
12 environment in Miami-Dade County, and so I am very
13 supportive of Florida Power & Light, and I'm
14 thankful for their participation in this agreement.

15 Thank you.

16 CHAIRMAN CLARK: Thank you, Mr. Lynskey.

17 Anyone have questions for Mr. Lynskey?

18 All right. Next three customers will be
19 Gilbert Russell, Shaun Davis, Bradley Shofstall.
20 Beginning with Mr. Russell, are you on the line?

21 MR. RUSSELL: I'm on the line.

22 CHAIRMAN CLARK: You're recognized.

23 MR. RUSSELL: My name is Gilbert Russell. I
24 live at 208 Coral Way East, in Indialantic,
25 Florida. That's in Brevard County. I have been a

1 customer at this address for 31 years, and I am in
2 favor of the rate request for a number of reasons,
3 they have already been named on this call so far.

4 Excellent response time. Even after major
5 storms in the last 31 years, I have lost count how
6 many hurricanes have impacted Brevard County. I
7 think the longest time that I was without power --
8 and we evacuate because we are on the barrier
9 island -- the longest time I was without power was
10 48 hours. I consider that not a major time period
11 given the effect that the storms have in Brevard.

12 The FPL application that I utilize on my smart
13 phone has been a very user friendly. I am able to
14 manage and view power usage. I'm able to get
15 notifications as opposed to having to call into the
16 old 1-800 number that I used to call, and the
17 notifications are texted to me. And I get text
18 updates while I'm evacuated and when I come back to
19 Brevard County after an evacuation.

20 I recently replaced my electric panel in my
21 house, and I was able to have very efficient
22 coordination between the electrical contractor and
23 Florida Power & Light to take me off the grid, or
24 off the power grid, and then they showed up at 7:30
25 at night to get me back on power, so I didn't have

1 to wait another evening in the -- in the heat
2 without power, so they switched it back on very
3 quickly. So I found their response time to be
4 excellent.

5 I interact with a lot of the FPL people. They
6 are a strong community partner in Brevard County,
7 and a great corporate citizen, and I have -- again,
8 I would support the -- the rate case.

9 CHAIRMAN CLARK: Thank you very much.

10 MR. RUSSELL: Those are all my comments.

11 CHAIRMAN CLARK: Thank you, Mr. Russell.

12 Anybody have any questions for Mr. Russell?

13 All right. Next up is Shaun Davis. Shaun --

14 MR. DAVIS: Good afternoon, Mr. Chairman and
15 members of the Commission.

16 Shaun Davis, managing partner S. Davis &
17 Associates, CPAs and Consultants. I am here in
18 support of the rate increase.

19 FPL has been a good community partner as well
20 as a utility provider to my offices, which are
21 three located in the South Florida area, in
22 Miami-Dade County, Broward and Palm Beach County as
23 well.

24 I live in Broward County. Been through
25 several hurricanes. The utility has gone out --

1 has gone out for a period of time, but they did
2 come back on. Any time I have had any kind of
3 issues, they've been very receptive and very
4 attentive to the needs that I have.

5 I also have rental properties. I had some
6 issues there with utilities. That was taken care
7 of within a matter of days. So I am very happy
8 with FPL.

9 The community partners that I know that I sit
10 on, several boards in the South Florida area, are
11 very active, very attentive and very astute as it
12 relates to community affairs. I am extremely
13 supportive of FPL.

14 And those are my comments. Thank you, Mr.
15 Chair.

16 CHAIRMAN CLARK: Thank you very much, Mr.
17 Davis.

18 Anyone have any questions?

19 All right. Next Bradley Shofstall.

20 MR. SHOFSTALL: Good evening.

21 CHAIRMAN CLARK: You are recognized, sir.

22 MR. SHOFSTALL: Thank you for the opportunity
23 today to speak on the high level of service that
24 FPL provides. My home is serviced by FPL, as well
25 as the banking area I work in down here in South

1 Florida. I have worked in -- (inaudible) -- branch
2 within the area, and I can honestly say that FPL
3 has never faltered when needed. I have actually --
4 I have actually taken for granted over the years
5 the service we are provided by FPL.

6 Over the past year, as we know during the
7 pandemic, many of us work from home, our kids were
8 taking school from home. So we are relying more
9 than ever on our internet and cable services, and
10 what I have come to see the many -- (inaudible) --
11 in our community across the many people I have
12 spoken to, is how important consistent reliable
13 service is.

14 So when I am looking at my cable and internet
15 bill and it's equivalent to an FPL bill, I know
16 that I cannot live without power, but I could live
17 without cable and internet. And for such a nominal
18 increase over, when you look at it daily, you know,
19 when people are out there spending \$5, \$6 for
20 coffee without blinking, I think we could put a lot
21 less of that per day into probably our greatest
22 utility that we have as Floridians, and what we
23 need most in this heat.

24 So I fully support the increase, and I thank
25 you for your time.

1 CHAIRMAN CLARK: Thank you very much, Mr.
2 Shofstall.

3 Anybody have any questions?

4 MS. PRIBORSKY: I have a question.

5 CHAIRMAN CLARK: Yes, who is speaking?

6 MS. PRIBORSKY: Barbara Priborsky. Did this
7 gentleman just actually say --

8 CHAIRMAN CLARK: Ma'am --

9 MS. PRIBORSKY: -- that he considers --

10 CHAIRMAN CLARK: Ma'am --

11 MS. PRIBORSKY: -- 20 percent --

12 CHAIRMAN CLARK: Ma'am --

13 MS. PRIBORSKY: -- a nominal increase?

14 CHAIRMAN CLARK: Ma'am -- ma'am, the
15 question -- when I am asking if anyone has
16 questions, the intervening, the attorneys for the
17 intervenors, Florida Power & Light, OPC or the
18 Commissioners are the only ones that are allowed to
19 ask questions. Customers are not allowed to ask
20 questions during this hearing. You are here for
21 your testimony.

22 MS. PRIBORSKY: I see.

23 CHAIRMAN CLARK: Thank you.

24 All right. Anyone -- I am sorry, anyone
25 else -- any of the intervenors, questions?

1 Next up is -- the three -- next three speakers
2 will be Jason Jones, Stephanie Fortune, Victoria,
3 Brimo. Starting with Mr. Jason Jones.

4 MR. JONES: Hi. Good evening. My name is
5 Jason Jones. I live at 405 Par Avenue in
6 Melbourne, Florida.

7 I am in favor of the rate increase, mainly
8 because, you know, I don't believe they've had a
9 rate increase for quite a time. If you look at our
10 current economy, it's expensive to do business in
11 every aspect of life now. The cost of everything
12 has gone up.

13 I believe FPL does a great job, especially
14 during, you know, hurricane season support that
15 they not only provide to our residents, but, you
16 know, making sure that they have enough resources
17 outside of the state to come in to help out to even
18 restore more resources for us, in addition to
19 sending our FPL workers to other states to assist
20 them in their disasters.

21 Some of the other items would be, you know,
22 the on-line portion that they have, I like the
23 ability to go on the app. The thing that I really
24 like about it is that I can kind of see where I am
25 at each month, and kind of budget for that. I

1 don't have to really wait for my bill to come out
2 and say, you know, it's never a surprise. And I
3 really don't think that my bill is too astronomic
4 right now.

5 So we've had some storms here locally in the
6 area the last couple of weeks, we lost power. And
7 I was actually talking to my assistant last night
8 and we lost power. She sent me a text, said, hey,
9 did you lose power? And I'm like, yeah, it
10 glitched for a second. She goes, well, I lost
11 power. 10 minutes later she sent me a picture of
12 an FPL worker in her back yard. I know that's kind
13 of a rush, but 10 minutes, it was quite impressive.

14 You see that, and you also see, you know, the
15 road that is behind my house, you know, new power
16 poles going up, the infrastructure getting stronger
17 to protect us during storms. So I don't mind
18 paying money when I see it going back that into the
19 infrastructure to assure that we are going to have
20 a better power system.

21 The other thing that I would have the
22 opportunity to go to was the ribbon cutting for the
23 new solar field at the Kennedy Space Center. So,
24 you know, it's a going to a more green energy and,
25 you know, this is a massive, massive project, and

1 just -- just quite impressive.

2 So I would say that yes, I am in favor, and I
3 thank you for your time this evening.

4 CHAIRMAN CLARK: Thank you, Mr. Jones.

5 Anyone have questions for Mr. Jones?

6 Next up, Stephanie Fortune.

7 MS. FORTUNE: Good evening, everyone. My name
8 is Stephanie Fortune. I am a Tamarac, Florida,
9 resident and a business owner here in Broward
10 County. I am speaking on behalf of the rate
11 increase, in support of the rate increase for a
12 number of reasons.

13 Number one, as one of the gentlemen mentioned
14 earlier, the continuity of service that has existed
15 with FPL has been phenomenal, and just kind of
16 speaking to just the last, you know, 13 months, the
17 last 12 months, as we have become extremely
18 reliable -- or as we have become extremely reliant.
19 I am working from home, and the internet and the
20 power that's needed to do that -- (inaudible) --
21 workers that are all operating from home, and
22 having that consistency that -- that we truly do
23 take advantage of and kind of forget, you know, how
24 reliable we need to be, it was certainly a great
25 thing that, again, we were able to rely on it this

1 last year.

2 In addition to that, the customer service
3 is -- (inaudible) -- purchased an investment
4 property in -- well, last year actually. And just
5 being able to transfer my service from one location
6 to the other location -- (inaudible) -- it was much
7 easier than I actually expected. I anticipated a
8 pretty much more of a painful process, and it was
9 not. When the service was there, they let us know.
10 They sent text messages, phone calls. Again, even
11 using the application as far as the website does
12 give you information on when the service will be
13 up, how to review your bill during the month, and
14 provides tips on how to, again, maximize the energy
15 that you are using, and to reduce energy when you
16 don't necessarily need it.

17 The last thing is they truly are a great
18 community partner. I have seen FPL support many
19 organizations that, No. 1, I support, and I work
20 with and alongside. It's just been phenomenal work
21 that they do here in the community.

22 So being a resident, being a business owner,
23 and myself being a philanthropist, I see their
24 efforts in our community, and the phenomenal impact
25 that it makes. So I believe one -- there is

1 necessary change and a necessary investment that's
2 going to allow them to do their job a little bit
3 more effectively, and allow residents and business
4 owners to operate a little bit more effectively, I
5 fully support that, I wholeheartedly support that.
6 So again, just continuity of service, customer
7 service, as well as being a phenomenal community
8 partner are the reasons I support the rate
9 increase.

10 CHAIRMAN CLARK: All right. Thank you very
11 much for your testimony Ms. Fortune.

12 Anybody have any questions?

13 All right. Next up, Victoria Brimo.

14 MS. BRIMO: Good evening, Mr. Chairman and
15 members of the Commission. I would like to thank
16 you for the convenience of setting up this virtual
17 meeting. It allows me to give my opinion on the
18 rate increase. I am totally in favor of it.

19 I have been a Florida Power & Light consumer
20 for 43 years. I live in West Kendall. Their
21 service has been excellent. I have seen such an
22 improvement since our last Hurricane Irma.

23 In addition to that, my husband and I own
24 property in Rutland and South Dade, and we drive
25 there occasionally. And a couple years ago I

1 noticed a solar farm. And I was not aware that
2 project that Florida Power & Light has taken on
3 recycling renewable energy, and I think this is an
4 awesome, awesome initiative.

5 Firsthand, in June of 2020, I had the
6 experience, firsthand experience, of moving my son
7 to Jacksonville, and I had to compare the pricing
8 structure and the customer service between Florida
9 Power & Light and the company they have in
10 Jacksonville, which I believe is called JEA. And I
11 am so, so proud that Florida Power & Light is my
12 servicer.

13 And once again, I thank you for the
14 opportunity that I can express my opinion.

15 CHAIRMAN CLARK: Thank you for being with us
16 this evening, Ms. Brimo.

17 Anyone have any questions?

18 All right. Our next three speakers will be
19 Laura Pitts, Carmenza Victoria, Diane Ruelle,
20 beginning with Ms. Pitts. Laura Pitts.

21 Next is Carmenza Victoria. Carmenza Victoria.
22 Diane Ruelle. Diane Ruelle.

23 My next three speakers will be Barbara
24 Priborsky, Justin Boise and Henry McCloud.

25 Barbara Priborsky, are you on the line?

1 MS. PRIBORSKY: Yes, sir.

2 CHAIRMAN CLARK: You are recognized for three
3 minutes, ma'am.

4 MS. PRIBORSKY: Thank you, and thank you,
5 Commissioners. I appreciate this opportunity very
6 much.

7 I live on the west coast of Florida in Port
8 Charlotte, and I am a 68-year-old widow on affixed
9 income of Social Security only.

10 Last month, the Salvation Army paid my
11 electric bill because I couldn't afford to pay it,
12 and I got a notification that my power was going to
13 be cut off.

14 I keep my house at 80, or my condo, I should
15 say, at 80 degrees to save as much energy as
16 possible.

17 And I understand that FPL is a huge, huge
18 corporation, and I feel that they are certainly
19 entitled to an increase, but I don't understand why
20 it has to be 20 percent. I think that's
21 unreasonable.

22 And for those on the east coast that got their
23 power back after a hurricane so quickly, when
24 Charley came through, we were four weeks without
25 power. So I am glad for them, but it wasn't quite

1 as quick for us.

2 At any rate, I -- I think that they should be
3 entitled to getting an increase because, obviously,
4 everything has gone up, and I am sure that their
5 efforts are more than deserving of an increase, but
6 I think 20 percent is unreasonable. And that's
7 just my opinion, and I appreciate the opportunity
8 that you have given me to express it.

9 CHAIRMAN CLARK: Well, thank you very much for
10 being with us this evening, Ms. Priborsky. We
11 appreciate your comments.

12 Does anyone have any questions for Ms.
13 Priborsky?

14 All right. Our next speaker, Justin Boise.
15 Justin Boise.

16 Henry McCloud.

17 MR. BOISE: Hello.

18 CHAIRMAN CLARK: Yes, Mr. Boise.

19 MR. BOISE: This is me. Hi. I am sorry, I
20 didn't know my phone was muted. Apologies.

21 Thank you. I --

22 CHAIRMAN CLARK: I'm sorry, you.

23 MR. BOISE: -- I am a third generation Florida
24 native --

25 CHAIRMAN CLARK: Sir, your name?

1 MR. BOISE: Can you hear me?

2 CHAIRMAN CLARK: Yes. What is your name?

3 MR. BOISE: Justin Boise.

4 CHAIRMAN CLARK: Oh, okay. Thank you, Mr.
5 Boise. You are recognized.

6 MR. BOISE: Thank you very much, sir, and
7 thank you for the --

8 MR. HETRICK: Excuse me, Mr. -- Mr. Chairman.

9 CHAIRMAN CLARK: One second. One second, Mr.
10 Boise.

11 MR. HETRICK: You need to swear him in.

12 CHAIRMAN CLARK: I missed that one.

13 All right. Mr. Boise, I need to swear you in
14 before your testimony begins.

15 (Whereupon, Justin Boise was sworn by Chairman
16 Clark.)

17 MR. BOISE: Yes, sir.

18 CHAIRMAN CLARK: Was that a yes?

19 MR. BOISE: Yes, sir.

20 CHAIRMAN CLARK: All right. My apologies.
21 You are recognized for three minutes, sir.

22 MR. BOISE: Very good, sir.

23 I am a third generation Floridan. I am a
24 registered nurse in Miami, kind of a rare breed, I
25 would say. Hopefully not, but, you know, I am -- I

1 have been around a long time, and I certainly don't
2 have any huge complaints with FPL's service.
3 That's really not what I would consider cause to
4 give them a near, what I would almost consider
5 carte blanche with this kind of increase.

6 As you know, and are fully aware, Florida is
7 full of retirees, people on fixed income, people of
8 lesser means. The City of Miami has one of the
9 highest poverty rates in the -- in the state.

10 We don't have a choice of providers for
11 utilities, and as such, since FPL does have
12 essentially a monopoly down south, we are at the
13 mercy of whatever political machinations and
14 lobbying goes on.

15 Florida Power & Light, I understand
16 incremental increases for cost of living. I don't
17 see a lot of people giving retirees and our working
18 poor any kind of automatic raises to match those
19 cost of living increases.

20 The only complaint I have ever had with FPL
21 was after Andrew, I didn't have power for two
22 months, but that was a catastrophic thing, and I
23 understand that.

24 I think FPL does a great job. I don't have a
25 problem with that. What I do have a problem with,

1 as I said, is a monopoly. And let's face it, they
2 are a public utility. They are a public utility.
3 And I know that some people differ on that
4 philosophy, and they think everyone, public
5 services should be private. I know they have
6 private jets. I know their CEO uses private jets,
7 but I am not here to, you know, stand on a soapbox
8 about that. But I think to give them the kind of
9 raise, a service increase that they are talking
10 about is going to put a hurt on a lot of people.

11 Like I said, I think -- I am a COVID ICU nurse
12 for the last two years. I have seen the suffering
13 that people go through financially and everything
14 else, especially with the people who have been out
15 of work for the last couple of years, or reduced
16 income, a lot of seniors, a lot of people moving
17 down here that are seniors, and I don't believe
18 that that kind of increase is merited.

19 I don't care how long they've been here. I
20 don't care how politically connected FPL is. I
21 don't care how weak the public utility's commission
22 is. I think it's flat out wrong to give them that
23 kind of a raise. When is the last time you got a
24 20-percent pay increase?

25 That's all I got to say. I think I have made

1 my point, and I, again, thank you for recognizing
2 me and letting me, as a member of the public,
3 speak. I do appreciate that, sir.

4 CHAIRMAN CLARK: Thank you very much for your
5 testimony, Mr. Boise.

6 Anybody have any questions?

7 All right. Next up is Henry McCloud. Henry
8 McCloud.

9 The next three speakers will be Paul Dumars,
10 Lori Everett, Richard Sanders.

11 Mr. Dumars, I will swear you in before we
12 begin. Are you on the line? Paul Dumars.

13 MR. DUMARS: Yes, I am on the line.

14 (Whereupon, Paul Dumars was sworn by Chairman
15 Clark.)

16 MR. DUMARS: Yes.

17 CHAIRMAN CLARK: You are recognized, sir.

18 MR. DUMARS: Okay. Good afternoon, everyone.

19 My name is Paul E. Dumars, Senior, and I live
20 at 1283 Gembrook Court in Royal Palm Beach. I have
21 been there for 17 years. I am in support of the
22 rates.

23 I was here in Florida 2004, 2005, I
24 experienced Frances and Jeanne. I was out in
25 Wellington, and then I moved in 2005 to Royal Palm

1 Beach and there was Wilma. So I was in a situation
2 where I did lose electricity and all, but after two
3 weeks in Wellington, and he only maybe four or five
4 days being in Royal Palm Beach, I was able to get
5 my electricity back.

6 I support this because over the years that I
7 have lived out in Royal Palm, FPL electricity, I
8 mean it is really so much better now than it was at
9 one time. The electric bills were very high in
10 Wellington and when I initially moved to Royal Palm
11 Beach, but at this point I am very, very pleased
12 with the service that we receive. And again, as I
13 said, I am in support of the rate increase, and
14 that's what I have to say.

15 CHAIRMAN CLARK: Thank you very much, Mr.
16 Dumars.

17 Anybody have any questions?

18 Next up is Lori Everett. Lori Everett.

19 Richard Sanders.

20 MR. SANDERS: Yes, sir. I am on the line.

21 CHAIRMAN CLARK: Mr. Sanders, you are
22 recognized.

23 MR. SANDERS: All right. My name is Richard
24 Sanders. I am 32 years old, and I have noticed
25 some of you have had Florida Power & Light service

1 for about as long as I have been alive. So you are
2 wondering why I am here. I do have some
3 perspective on this.

4 I live at 3695 Detroit Street, Cocoa, in
5 Brevard County over here. But before this, I grew
6 up over in Punta Gorda. We were directly hit by
7 Hurricane Charley. I have had Florida Power &
8 Light service most of my life.

9 19 years old, I joined the Marine Corps, and I
10 went over the Okinawa where I found my first
11 situation of unstable power. I had never
12 experienced this with Florida Power & Light, but
13 during the summer months, they have rolling
14 blackouts to control the power usage among the
15 people out there. It was a foreign concept to me.
16 It just hadn't happened.

17 My next duty station was in North Carolina. I
18 was Marine Corps Air Station Cherry Point, where
19 the house that I was living in power was purchased
20 from Duke Energy and by the county. The county
21 sold it to the City of New Bern. The City of New
22 Bern sold it to the City of Trent Woods, who then
23 sold it to me.

24 I have had relatively consistent AC practices.
25 My father told that when I had my own house, that I

1 would be able to set it where I want, and I have
2 ever since. It's -- it's cold -- the AC running
3 all the time, so these are relatively good
4 comparisons to make.

5 I was doing 35,000 yen a month in Okinawa.
6 That comes out to about 350 U.S. dollars at the
7 time. My power bill in North Carolina was \$425 a
8 month. And with me working from home here now in
9 Cocoa, I run the AC all day, me and my dog, I'm
10 doing \$180 a month using their average billing
11 service, which is fantastic. I can plan for it
12 every month.

13 I have very few outages. The outages that I
14 have had have been extremely short. So as far as
15 value for the dollar, I really, really feel it.
16 They have courteous maintenance guys that come
17 through here. They are careful about your trees.
18 They tell you exactly what they are doing when you
19 walk up.

20 Even my experience during the hurricanes,
21 everyone knows how they are fixing things, it seems
22 like they move heaven and earth to get things back
23 up.

24 We did not have a Texas type event. Texas had
25 weather come through that took them out for weeks,

1 and people died. We have had catastrophic
2 hurricanes come through here. The longest I have
3 ever been out of power was after Hurricane Charley,
4 we were down for about a week.

5 FPL does a phenomenal job. They stage crews
6 ahead of time. They fill up gas containers so that
7 they are ready to go. They are not getting held up
8 logistically. I am nothing short of impressed at
9 what they do, and especially with their
10 SolarTogether program that I have been a part of.

11 I love to see that without any other
12 intervention, they are stepping into the renewable
13 energy space and making it so that the debt my
14 generation is going to have to pay will be a little
15 bit easier, because we have been doing things wrong
16 for a while. I feel like FPL is going in the right
17 direction with it.

18 If they need this money to make it happen, we
19 should give it to them. We should also hold them
20 to the fire to make sure they follow through.

21 Those are my comments I have to submit.

22 CHAIRMAN CLARK: Thank you very much for your
23 comments, Mr. Sanders, and for your service.

24 Anyone have any questions?

25 All right. Next three speakers will be Keith

1 Preciados, June Wolfe, Robert Ruano. Beginning
2 with Mr. Preciados.

3 MR. PRECIADOS: Thank you so much, Gary Clark.
4 My name is Keith Preciados, and I am a resident of
5 Miami, Florida. I have been living in Miami for
6 about 20 years. I am also an FPL customer.

7 The reason why I want to speak on this phone
8 call is because I definitely oppose the 20 percent
9 increase in utilities. I understand that there is
10 a lot of benefits to it, and that FPL does deserve
11 it, however, there is a lot of communities out
12 there that where we've lost a lot of jobs. Florida
13 has a lot of unemployment, and it definitely hits
14 those communities the hardest.

15 It's understandable that you guys do a great
16 job. You guys definitely have -- definitely have a
17 lot of benefits, however, we need to keep in mind
18 that there is a lot of people who are hurting right
19 now and we need to make sure that their voices are
20 heard in the room today.

21 Also, I am also a first generation American
22 who also does help my parents pay the bills, and
23 having them increase utilities, in talking it over
24 with a lot of my friends who are definitely in the
25 same category -- would definitely hurt them because

1 we definitely do support -- try to support our
2 family as much as possible, and we also are also
3 affected by issues with student loans.

4 So definitely oppose it. I definitely
5 appreciate you giving me this opportunity to speak
6 today.

7 Thank you so much, Gary.

8 CHAIRMAN CLARK: All right. Thank you very
9 much, sir.

10 Anyone have any questions?

11 Next is June Wolfe.

12 MS. WOLFE: Yes. Thank you so much for
13 hearing me today.

14 I am in favor of the rate increase as a
15 resident and as someone of the business community.
16 I live in Palm Beach County, and appreciate the
17 efforts that Florida Power & Light has put into the
18 infrastructure in the years since Jeanne and Wilma
19 and Frances until Irma. I was without two weeks
20 for each of the first hurricanes, and with Irma, I
21 don't think I was out more than six, seven hours,
22 so I appreciate that effort.

23 I have spent my career helping the
24 manufacturing community, and I appreciate all the
25 help that Florida Power & Light has given to that

1 community, including the elimination of sales tax
2 on power to manufacturing and all the other
3 important factors that Florida Power & Light give
4 to that industry.

5 So thank you very much for your hearing me
6 today.

7 CHAIRMAN CLARK: Thank you Ms. Wolfe.
8 Anyone have any questions?

9 UNIDENDIFIED SPEAKER: Hi, I have a question
10 just here. The gentleman about three back
11 mentioned about the energy --

12 CHAIRMAN CLARK: I'm sorry, sir -- sir -- sir,
13 one moment, please. Are you a customer?

14 UNIDENDIFIED SPEAKER: Yeah. Of course.

15 CHAIRMAN CLARK: Questions are limited to the
16 intervenors and the Commissioners at this time.
17 This is a customer hearing. Questions can only
18 come from the attorneys. Sorry about that.

19 UNIDENDIFIED SPEAKER: My apologies.

20 CHAIRMAN CLARK: No problem.

21 All right. Next up, back to my -- anybody
22 have any questions of Ms. Wolfe?

23 All right. Next up Robert Ruano.

24 MR. RUANO: Yes. Hi. Thank you -- thank you
25 to the Commission. Robert Ruano. I am from Coral

1 Gables and I am very happy overall with FPL's
2 service. I have been an FPL customer most of my
3 life, and I have always been happy with the
4 consistency of the service, especially in my home,
5 even with a lot of trees, it's consistent during
6 small storms. The only times that really we've
7 lost power significantly were during Wilma, where
8 we lost for think 10 days, and Irma I think seven
9 days. So it hasn't been perfect. I think it can
10 be better.

11 That being said, I think a 20-percent increase
12 is quite large. Perhaps FPL can show that some
13 increase is warranted, but I think, as some other
14 callers have said, in terms of the economy and what
15 other people are going through, the percent is
16 quite large.

17 And then ultimately I think that the federal
18 government has also given to FPL, so it hasn't just
19 been consumers. So there has been a lot of money
20 given to FPL, and I think that -- that they use it
21 wisely, but it could be better.

22 And finally, I would like to say that I would
23 love to see something a little bit more interactive
24 and robust to where customers can look at their
25 usage by the moment, you know, not just by the day

1 or by the hour, but I would like to be able to see,
2 like before smart meters we could attach something
3 and find out exactly how much you were using and
4 then try to reduce your usage on all appliances
5 around your house.

6 Thank you for your time, and thank you for
7 what you do.

8 CHAIRMAN CLARK: Thank you, very much, Mr.
9 Ruano.

10 Anyone have any questions?

11 All right. Next three speakers will be
12 Lissette Lopez, Maria Korynsel, Tonya Smith.
13 Beginning with Ms. Lopez. Lissette Lopez.
14 Lissette Lopez.

15 Maria Korynsel. Maria Korynsel -- Korynsel.
16 Tonya Smith.

17 MS. SMITH: Hi, I am here. This is Tonya
18 Smith.

19 CHAIRMAN CLARK: Is this Tonya? Is this
20 Tonya?

21 MS. SMITH: This is Tonya Smith.

22 CHAIRMAN CLARK: All right. You are
23 recognized, Tonya.

24 MS. SMITH: Thank you.

25 I would like to echo some of the other

1 members. I don't have any grievances against FPL.
2 I think they are doing a good job, but right now,
3 this time, after a long year of financial burden
4 and the pandemic and, you know, a host of other
5 events going on in peoples lives, I think right now
6 is the wrong time to increase FPL bills as high as
7 20 percent. It's just too much.

8 I have been at my job for five years. I
9 haven't had a raise in about two years, and they
10 justified that because of the pandemic. I can't
11 afford another expense like that. With the student
12 loan debit and two kids, and a single -- single
13 income, it's just too much.

14 So I don't have any grievances against FPL
15 again. I think they are doing a great job, but
16 maybe they can continue to do a great job with what
17 they have right now -- with the resources they have
18 right now, because that's what I am trying to do.
19 I am trying to maintain with the resources I have
20 right now. FPL has much more money than I do. I
21 just -- right now is just the wrong time for
22 people -- to ask people to give out even more money
23 than what they have.

24 That's all I have to say. Thank you.

25 CHAIRMAN CLARK: Thank you very much, Ms.

1 Smith.

2 Anyone have any questions?

3 Next three speakers will be Susan Schmidt,
4 Jeanne Brockmeier, Dick Slater, beginning with Ms.
5 Susan Schmidt.

6 Ms. Schmidt, are you on the line?

7 MS. SCHMIDT: Yes, I am here.

8 CHAIRMAN CLARK: You are recognized.

9 MS. SCHMIDT: Hello. I just wanted to thank
10 you for the opportunity to speak, and just -- I
11 don't have any kind of talking points. I am not
12 going to speak about the app, or how they are a
13 great community partner, or continuity of service,
14 or the home and the internet, I mean everything
15 sounds -- I'm, like, am I in a different universe
16 where people are saying the same talking points?
17 It's such a coincidence.

18 Anyway, also are we supposed to mention what
19 address you were calling from? Because that was
20 very continuous for people. It was very strange
21 the first few callers. That just made me feel
22 strange.

23 But anyway, I wanted to mention what we are
24 seriously talking about here. It's no secret that
25 there is a huge income disparity. There is no

1 secret we had a pandemic. It's no secret that
2 people are struggling, like the poor lady that
3 called from Port Charlotte, that was really
4 heartbreaking. And what we are talking about, we
5 are not talking about projects and what's great.
6 We all love the environment. Let's get to the
7 nitty-gritty and be real. We are talking about
8 life and death. We are talking about people who
9 don't have the income, who are -- you know, they
10 just have, like my grandparents, are just on Social
11 Security. You are talking about people who are in
12 such bad shape right now that that could literally
13 mean life or death, so I mean, I believe now is not
14 the time.

15 FPL has been great. I went through the four
16 hurricanes. I live in Indian River County. I went
17 for 19 days with no power, you know, 19 days, and
18 that was great. And like I said, like, people are
19 saying, I don't have a problem. If there is no
20 problem, if you are guys are doing such a great
21 job, everybody is mentioning, you know, they are
22 having the best experiences. The business people
23 love it. The investors love it, you know, but
24 this -- why the rate increase? If everything is so
25 great and wonderful, I don't see a valid reason. I

1 don't hear a valid reason for now.

2 Could it be -- I have a theory -- that people
3 are going their own route and getting their own
4 solar panels, and maybe that means one less yacht
5 for somebody at the top. But I am just keeping it
6 real. I mean, it's just -- (inaudible) -- speak to
7 me on this, because I wasn't hearing any. I
8 thought this was for customers, you know, some of
9 us are not customers, but anyhow, that's my two
10 cents. I am just keeping it real. Thank you for
11 your time. I appreciate it.

12 CHAIRMAN CLARK: Thank you very much, Ms.
13 Schmidt.

14 Anyone have any questions?

15 All right. Next speaker, Jeanne Brockmeier.

16 MS. BROCKMEIER: Yes, I am here.

17 CHAIRMAN CLARK: You are recognized, Ms.
18 Brockmeier.

19 MS. BROCKMEIER: Yes. Thank you.

20 I am a 60-year old single female, and I want
21 to thank you for this time to speak. I was born in
22 Miami, Florida, and I live in Broward, Florida, and
23 Pembroke Pines.

24 I am opposed to FPL's request for a guaranteed
25 11-and-a-half percent return on their investment.

1 This is two percent above the U.S. average of 9
2 point 55/100ths percent. My local Bank of
3 America --

4 CHAIRMAN CLARK: I am sorry, Ms. Brockmeier,
5 hold on one second. Our court reporter is having a
6 problem hearing you.

7 (Discussion off the record.)

8 CHAIRMAN CLARK: Reminder to all of our -- all
9 of our callers tonight, please do not use the
10 speakerphone function, okay.

11 Can you hear her now, Debbie?

12 MS. BROCKMEIER: Testing, 1, 2, 3.

13 COURT REPORTER: Yes, sir.

14 CHAIRMAN CLARK: You may continue, Ms.
15 Brockmeier. My apologies.

16 MS. BROCKMEIER: Thank you.

17 Thank you for this time to speak. I am
18 opposed to FPL's request for a guaranteed
19 11-and-a-half percent return on their investments.
20 This is two percent above the U.S. average of 9
21 point 55/100ths of a percent. My local Bank of
22 America only gives me 0.69 percent interest on my
23 savings account, which is well below one percent.

24 I have worked for Dade County, Broward County
25 and the State of Florida for 35 years as an

1 elementary educator. I live off of my
2 well-deserved pension, not eligible for Social
3 Security yet as I am only 60. So with pay
4 increases in medical insurance and homeowners
5 insurance, the taxpayers have enough to deal with
6 coming out of a pandemic that it's hurt our
7 community and our society as a whole for
8 one-and-a-half years so far.

9 Let's note a real live comparison of an FPL
10 monthly bill, mine. March 2021, my bill \$65.33.
11 No complaint. The next month, April 2021, my bill
12 skyrocketed to \$100.96. That was a \$35 jump in
13 just one month. This was not the month to reflect
14 the hottest summer months such as June, July,
15 August, September.

16 As I said, I am single. I own my own
17 townhouse, and I keep my electric -- my air
18 conditioning at 78 degrees. I don't turn it on and
19 off. I don't push it up and down, and I don't do
20 anything extraordinary with my electricity, so that
21 shocked me.

22 I am lucky to have my health and my pension,
23 but raising my utility bill is asking too much. We
24 need you to succeed by not -- you, FPL to continue
25 to succeed, but not off the backs of hard-working

1 citizens.

2 I grew up with heroes that champion the
3 hard-working people. They did not say yes to big
4 business. Some great heroes included Governor Rubin
5 Askew, 1971 through '79; Governor Bob Graham 1979
6 through '87; Governor Lawton Chiles, 1991 through
7 '98; and the long reigning consumer advocate Ralph
8 Nader.

9 Please be a hero for the little guy now.
10 Don't be intimidated by the big monopoly. Remember
11 David versus Goliath.

12 And I want to thank you for listening, and I
13 am glad I hung in here, because I think some of the
14 people who dropped out and didn't speak was because
15 everything was pro FPL. We are not against FPL.
16 We are against the rate hike.

17 That's it.

18 CHAIRMAN CLARK: Thank you very much, Ms.
19 Brockmeier, for your testimony this evening.

20 Anyone have any questions?

21 MS. BROCKMEIER: Thank you, sir.

22 CHAIRMAN CLARK: All right. Next is Dick
23 Slater. Mr. Slater, you are recognized. Dick
24 Slater.

25 All right. Next Maily Ruiz. Maily Ruiz.

1 MR. SLATER: Hello.

2 CHAIRMAN CLARK: Yes, who is this?

3 MR. SLATER: Slater.

4 CHAIRMAN CLARK: Could you identify yourself,
5 please?

6 MR. SLATER: I just couldn't -- I had
7 difficulty turning my mute off.

8 CHAIRMAN CLARK: And would you identify
9 yourself, please?

10 MR. SLATER: Yes, my name is Dick Slater. I
11 live at 16236 SW 70th Street in Ft. Lauderdale. I
12 am speaking from the perspective of a commercial
13 construction company.

14 Virtually every project we've built in the
15 last 21 years has required coordination with FPL,
16 and that coordination is critical to the success of
17 everything we do.

18 At the start of every project, we are either
19 asking them to deenergize existing lines, get them
20 out of the way of the project, or rerouting
21 existing power to allow the new construction to
22 begin. And at the end of every project, I need
23 someone to coordinate with to set up all the new
24 power connections to the new facilities. And also
25 we need the final, you know, energizing the

1 facility so that we can complete the construction
2 and provide occupancy.

3 They have given us the individual attention at
4 these critical stages of our projects, and it's an
5 exceptional service at the commercial construction
6 level. And there are times in other states, and
7 even in the very early years here, where it wasn't
8 so good, but I have seen FPL put energy and people
9 into making sure that the commercial customers are
10 also taken care of.

11 So I am speaking in favor of the rate increase
12 because of FPL's consistent reliability, and their
13 -- their individual attention to each of the
14 projects we've worked on. I appreciate the time to
15 talk, and that's all I have.

16 CHAIRMAN CLARK: Thank you very much, Mr.
17 Slater.

18 Anyone have any questions for Mr. Slater?

19 All right. Next up, Maily Ruiz.

20 Next three will be Constance Hull, Samuel
21 Etienne, Tony Brindisi.

22 Ms. Constance Hull. Constance Hull.

23 Samuel Etienne.

24 MR. ETIENNE: Yes, I am here.

25 CHAIRMAN CLARK: Mr. Etienne, you are

1 recognized.

2 MR. ETIENNE: All right. Hello, Chairman. My
3 name is Samuel, and I am a resident of North Miami
4 Beach, and I am against these raises. The timing
5 of this is completely unfair.

6 We are actually now starting to see the end of
7 the pandemic, and to suddenly ask for a 20-percent
8 raise is just not fair to people who lost their
9 jobs, like me, and create disarray for over a year.

10 I have parents who are on a fixed income.
11 They are retired, and they are just one bad day
12 away from having their finances put in disarray.

13 A utility like power shouldn't be a thing you
14 should worry about, and I know other people on this
15 call feel the same way as Florida is, I think,
16 ranked No. 2 in retirees. So they are on a fixed
17 income, and they can't be spending their money in
18 such a way. You know, prices of everything are
19 always going up, and I think a poor utility like
20 power shifts.

21 This would have been an easier pill for, you
22 know, me to swallow if FPL had been, like,
23 investing into green energy. I know that they
24 claim they -- (inaudible) -- but it doesn't really
25 seem like it. You know, it seems you are investing

1 to things like natural gas, which is not green
2 energy. I believe the Okeechobee Clean Energy
3 Center is one of -- even though it says clean
4 energy, it's really a place for natural gas. And,
5 you know, you take a look at places like Turkey
6 Point, which I always on the news due to some type
7 of leak, you know, it's the little things like
8 this, you know.

9 And lastly, the last thing here I want to say
10 is that FPL is the monopoly down here in Florida,
11 and it does not need to their increased rates here,
12 because the -- the customers here have no choice.
13 They can't go to any other power company. We are
14 stuck with FPL.

15 Like others said here, is that they have done
16 a good job, but a rate increase, there is -- it's
17 pretty much pointless, and I would like to thank
18 everyone for your time.

19 CHAIRMAN CLARK: Thank you very much, Mr.
20 Brindisi.

21 Anybody have any questions -- excuse me, Mr.
22 Etienne.

23 Anyone have any questions?

24 MR. ETIENNE: No, no questions.

25 CHAIRMAN CLARK: All right. Next speaker is

1 Tony Brindisi.

2 Mr. Brindisi, are you on the line?

3 MR. BRINDISI: Mr. Chairman, yes, sir. Can
4 you hear me?

5 CHAIRMAN CLARK: Yes, sir. You are
6 recognized.

7 MR. BRINDISI: Okay. My name is Anthony
8 Brindisi. I live at 1301 Graham Road in Grant,
9 Florida. I am a relatively new customer, been with
10 them for two or three years now, and I think the
11 timing of the rate increase is unfortunate. It may
12 be a little on the high side, but generally I
13 support the rate increase.

14 I moved here from Florida three years ago, as
15 compared to San Diego Gas and Electric, I find the
16 rates here incredibly cheap for national --
17 speaking about it nationally. I have friends
18 around the country, and we talk about rate per
19 kilowatt hour, and it's very low, probably a third
20 to half of what I was paying in California.

21 For example, for similar size houses, in San
22 Diego I was paying \$400 to \$700 a month for
23 electric. Here, I pay about 100. That's about the
24 same -- house size is about the same. The service
25 is very dependable and reliable. I like the

1 commitment that FPL has to the renewable energy.

2 One of the previous speakers talked about the
3 NASA a solar plant, their SolarTogether program,
4 which is a very inexpensive way for people to share
5 in the benefits of solar energy and to buy a part
6 of that. I think it is model that should be
7 extended throughout the country. It's a very good
8 thing here.

9 And again, I do understand the timing is bad;
10 however, given the economy, and when you look at
11 the types of investments they have to make in these
12 things, they are very capital intensive, and if you
13 want to continue this high standard -- this
14 heightened standard of quality and reliability that
15 you get, it does cost a lot of money, and so in
16 that case I do support it.

17 Thank you very much. I appreciate it.

18 CHAIRMAN CLARK: All right. Thank you very
19 much for your testimony.

20 Next up, William Wilson.

21 MR. WILSON: Mr. Chairman.

22 CHAIRMAN CLARK: Yes, you are recognized.

23 MR. WILSON: Thank you Mr. Chairman. Thank
24 you to the PSC for the time this evening. I really
25 appreciate it.

1 I just wanted to spend a few minutes to say,
2 as a very satisfied FPL customer, I am truly
3 thankful for the reliability, particularly coming
4 into the hurricane season. And from my experience
5 I have had with FPL, as someone who has been a
6 lifelong Floridan, and have lived on numerous
7 utilities in the state of Florida, I am very happy
8 to be back on -- and again, I am sorry, I am a
9 Broward County resident, and I am back on the FPL
10 grid, and I am very, very satisfied with the
11 service I receive.

12 I would also like to say that the investments
13 that FPL has been making over the last few years,
14 particularly with solar, to all -- to the reclaimed
15 water projects in Miami-Dade County, these
16 investments are needed for the future of the state
17 energy consumption.

18 And lastly, as a son of a parent who is
19 disabled, I also am very, very satisfied knowing
20 that my father is on a reliable system related to
21 making sure that, from the wheelchair he needs to
22 the oxygen he receives, the energy that he needs,
23 that he receives, is based on the type of energy
24 that FPL provides.

25 So thank you to the Commission, and thank you,

1 Mr. Chair, for the time this evening.

2 CHAIRMAN CLARK: All right. Thank you for
3 your testimony, Mr. Wilson.

4 Anyone have any questions?

5 Next up, Heidi Ellenberger?

6 MS. ELLENBERGER: Yes, sir, can you hear me?

7 CHAIRMAN CLARK: We can hear you. You are
8 recognized, Ms. Ellenberger.

9 MS. ELLENBERGER: Thank you so much.

10 My name is Heidi Ellenberger. I reside in
11 Miami Lakes, Florida. Hello, Commissioners.

12 First, thank you for making a provision for
13 customers to call in to provide comments. Customer
14 comments about the utility is of utmost importance
15 to understand what kind of job the company is
16 doing.

17 Before I provide my customer comments, I want
18 to advise you that I am an FPL retiree. I worked
19 for FPL for just under 39 years. During that time,
20 I saw a lot of change, and the company grew into a
21 much better utility. It clearly has measured focus
22 in many areas, such as process efficiency,
23 reduction of power outages, excellent customer and
24 community engagement, low-income customer advocacy,
25 environmental responsible, and very well-managed

1 expenses.

2 Now to speak as a customer.

3 I have been an FPL customer as long as I can
4 remember, and that's a pretty long time, as I have
5 already told you that I am retired. Long ago I do
6 remember extended power outages; those extremely
7 high electric bills when gas prices were so
8 outrageous and we were dependent on foreign fuel,
9 and those annoying blinking clocks that had to be
10 reset all the time due to brief power outages. I
11 am also glad to tell you that those things are
12 something of the past. I never have blinking
13 clocks. And other than a very rare power outage,
14 our power is extremely dependable. The smart
15 devices FPL has added to the grid have made an
16 enormous improvement, along with all the hardening
17 FPL has invested in.

18 I am so glad FPL has been upgrading their
19 power grid and power production plants. Those wise
20 investments virtually paid for themselves all while
21 FPL made a smaller and smaller negative
22 environmental impacted on Florida.

23 I agree with FPL's rate proposal because they
24 are a well-managed company with investments that
25 help us all, and the rate increase proposed will be

1 phased in over several years. And a safe and
2 reliable electric grid means everything to our
3 family and community, especially with climate
4 change and the storms we all know are coming.

5 Additionally, I would like to add that I think
6 I get a lot for my dollar with FPL. Electricity
7 makes our home easy and comfortable to live in, and
8 for all a very -- and for a very affordable price.
9 It's the best value I get from any of my utilities
10 and services.

11 Thank you for your time and attention.

12 CHAIRMAN CLARK: Thank you, Ms. Ellenberger.

13 Anyone have any questions?

14 Next up, Michael Bileca.

15 MR. BILECA: Thank you, Mr. Chair.

16 CHAIRMAN CLARK: Is this you, Mr. Bileca?

17 MR. BILECA: Thank you, Mr. Chairman.

18 CHAIRMAN CLARK: You are recognized, sir.

19 MR. BILECA: My name is Mike Bileca, and I
20 attended several schools here in Miami-Dade County.
21 In regards to our schools, there is two really
22 important things. One is the day-to-day the power,
23 and the schools having power at all times. And the
24 second really is the construction of projects.

25 I am happy to say with the schools, that FPL

1 has just been a great partner in both of these
2 area. I don't recall any time our facilities have
3 experienced an outage or any disruption, and it's
4 been able to have our children just learn in a
5 continuously quality learning environment.

6 FPL really has shown in the construction
7 services. We have had some pretty complicated
8 bills. We had a new school opening during COVID,
9 lots of construction delays, and the FPL team was
10 just incredible navigating what we needed to get
11 through COVID, to get the project done and with the
12 deadline of having school start on time.

13 So I just wanted to, you know, speak a bit
14 about the quality, the responsiveness and how great
15 the FPL team has been with our schools.

16 Thank you so much.

17 CHAIRMAN CLARK: Thank you very much for your
18 testimony, sir.

19 Anyone have any questions?

20 Next up, and I am going to need to swear you
21 in, Mike Cole. Mike Cole. Are you on the line,
22 Mr. Cole?

23 MR. COLE: Yes, I am.

24 (Whereupon, Mike Cole was sworn by Chairman
25 Clark.)

1 MR. COLE: I do.

2 CHAIRMAN CLARK: All right. Thank you.

3 You are recognized for three minutes, sir.

4 MR. COLE: All right. Mr. Chairman, good
5 evening. Thank you for the opportunity to speak.
6 I am Mike Cole, 55114 Jewel Thomas Road, Callahan,
7 Florida.

8 I have been an FPL customer since 1992. I am
9 in favor of Florida Power & Light's increase mostly
10 because the way they've invested back into our
11 community. I have been very involved in Nassau
12 County since 2006, and have witnessed firsthand
13 FPL's commitment in my area.

14 FPL has made a positive impact on the
15 footprint contributing to the infrastructure and
16 growth of North Florida. The recent completion of
17 a 650-acre solar farm in Nassau County has and will
18 have a positive impact on our economic growth and
19 future. And renewables are our future.

20 I would also like to say that during
21 hurricanes, tropical depressions and storms, FPL
22 has been extremely responsive to restoring power to
23 myself and neighbors.

24 Thank you, Florida Power & Light.

25 CHAIRMAN CLARK: Thank you for your testimony

1 today, Mr. Cole.

2 Anyone have any questions?

3 Next speaker is Mr. Douglas Kirby. Douglas
4 Kirby.

5 Next is Lisa Willis. Lisa Willis.

6 Sandra Doone Hoyt. Sandra Hoyt.

7 Barbara Hernandez. Barbara Hernandez.

8 MS. HERNANDEZ: Hello. Yes.

9 CHAIRMAN CLARK: Yes.

10 MS. HERNANDEZ: Hello. Good evening.

11 CHAIRMAN CLARK: Is this Ms. Hernandez?

12 MS. HERNANDEZ: This is she.

13 CHAIRMAN CLARK: All right. You are
14 recognized, Ms. Hernandez.

15 MS. HERNANDEZ: Thank you. Thank you, Mr.
16 Chairman, and thank you to the Commissioners.

17 I just want to thank you for the opportunity
18 to speak tonight. I generally don't do these type
19 of things, but I am -- I am in favor of FPL's
20 20 percent increase request.

21 I have been -- I live in West Kendall, Miami.
22 We have other properties in Florida, and I work for
23 software -- for a major global, actually, software
24 and insurance corporation, so I totally understand
25 and I get the importance of customer service.

1 I appreciate FPL's reliability and how they've
2 used their technology to help customers use
3 technology. Like, for example, I use their app,
4 that reminds me to pay my bill, how much power I am
5 using. I use it, you know, in the event of a power
6 outage.

7 And speaking of that, I can remember -- I used
8 to have power outages quite often. Someone else
9 mentioned about the blinking clocks and whatever.
10 I haven't had that in my microwave or my stove for
11 the longest time, and I appreciate that.

12 I am mainly in favor of this because progress
13 is not cheap, and I don't mind paying to ensure
14 that I continue to have reliable the service and
15 piece of mind that I have at this time.

16 I have been a customer for 43 years, and I am
17 very happy with their service, and, you know,
18 that's -- that's pretty much what I wanted to say.

19 A lot of people have talked about, you know,
20 many of the other positive points, and so I am
21 omitting all of that that I had to talk about, but
22 I just want to say that I am in favor of it, and I
23 appreciate the service that I am provided. It's
24 very hard hot here in Florida, and I have been
25 working from home now for a year-and-a-half. My

1 husband works from home. My daughter -- my
2 daughters studies from home, so it's been -- it's
3 been more noticeable than ever the -- the good
4 service that they provide, and I'm all for it.

5 That's all I have to say, and thank you.

6 CHAIRMAN CLARK: Thank you, Ms. Hernandez, for
7 your testimony this evening.

8 Does anyone have any questions for Ms.
9 Hernandez?

10 Seeing none, next up is Patrick Pierre.
11 Patrick Pierre.

12 Carlton Harker. Carlton Harker.

13 And finally Neil Jurado. Neil Jurado.

14 All right. Are there any customers that are
15 on our list registered to speak tonight that were
16 missed or were not on the line when I called them?

17 MR. KIRBY: Yes. Douglas Kirby.

18 CHAIRMAN CLARK: Your name is Douglas Kirby?

19 MR. KIRBY: Yes, sir.

20 CHAIRMAN CLARK: You are recognized, Mr.
21 Kirby.

22 MR. KIRBY: Okay. I am a -- I wanted to say
23 that I am born and raised in South Florida. I have
24 been an FPL customer for 40 years, so I do have
25 some credibility, I think.

1 I am against this rate increase. As I
2 understand it, this will be the largest single rate
3 increase in Florida history. And I would just ask,
4 here we are trying to get -- FPL is trying to get
5 their largest rate increase when they are paying
6 their Chairman and President \$21 million in total
7 compensation per year. In fact, their top eight
8 people in senior management all make over \$3
9 million a year. You wonder where all the money is
10 going, and why FPL needs this massive rate
11 increase, that could be an answer.

12 Now, the average FPL worker, which I have
13 worked up, earns an average of 50,000 to \$80,000.
14 Let's look at that. 80 -- 50,000 to \$80,000 versus
15 \$21 million for their President. Can anyone say,
16 you know, income inequality? I think that that
17 says it very clearly.

18 Now, in April of 2020, the price of crude oil
19 went to zero because of the pandemic, and the price
20 of natural gas also collapsed at that time. FPL
21 benefited from that massive reduction in energy
22 costs, and it is estimated that they saved \$50
23 million on that because of the collapse in energy
24 prices because of the global pandemic.

25 Now, did FPL customers get a rate reduction

1 because of that massive windfall to FPL? No, they
2 did not. They do not did not. And here they are
3 asking for the largest rate increase in Florida's
4 history, in what will amount to a \$2 billion rate
5 increase over the next four years. So where they
6 will receive -- FPL will receive an 11-and-a-half
7 percent return on equity.

8 Now, I don't know about you. I am not getting
9 11-and-a-half percent return on anything today.
10 Why should FPL? Maybe it's because they pay their
11 President and their top senior management minimum
12 of \$300, that could be one of the -- \$3 million
13 each, and they pay their president \$21 million.
14 That -- that's what I want to know.

15 Also, how much did FPL pay to Florida
16 politicians in Tallahassee in 2020? How many of
17 the politicians in Tallahassee are they paying off?

18 And also, does FPL pressure their corporate
19 customers to testify at these Public Service
20 Commission's? I have been sitting here LISTENING
21 for almost two hours, and all I have heard was
22 these ringers who have come on today who praise FPL
23 with their undying love and loyalty for the
24 corporation.

25 Give me a break. These people were told to

1 call in. They were told to call in. Who knows --

2 CHAIRMAN CLARK: Thank you, Mr. Kirby --

3 MR. KIRBY: -- maybe they are being paid to
4 call in --

5 CHAIRMAN CLARK: Mr. Kirby, thank you --

6 MR. KIRBY: -- this shows that these Public
7 Service Commission's have no --

8 CHAIRMAN CLARK: Thank you very much for your
9 testimony today, Mr. Kirby.

10 Are there any other customers on the line that
11 did not get an opportunity to speak? Any other
12 customers on the line that did not get an
13 opportunity to speak?

14 MR. JURADO: Hi, sir. Yeah, my name is Neil
15 Jurado. I guess I got called out but I was -- I
16 was away.

17 CHAIRMAN CLARK: This is Neil Jurado?

18 MR. JURADO: Yes, sir.

19 CHAIRMAN CLARK: All right. I need to -- I
20 need to swear you in, Mr. Jurado before you speak.

21 (Whereupon, Neil Jurado was sworn by Chairman
22 Clark.)

23 MR. JURADO: Yes, sir. My name is Neil
24 Jurado. I work for Amazon, and currently I live in
25 Coral Gables as well.

1 So I just wanted to -- to talk about FPL in
2 different perspectives. And as a commercial
3 customer slash developer slash builder, I have to
4 say that I hear horrible stories throughout the
5 nation as far as how the power companies a lot of
6 times present the delivery on time of the different
7 projects. In my case, it has been a tremendous
8 experience with FPL. I have never been late on any
9 sites, and I really appreciate the service that is
10 given to us, and especially the type of
11 accommodations that we have in the South Florida
12 team here led by Carlos Martinez, and people down
13 south.

14 And I understand that part of the process is
15 for FPL to expand and create more infrastructure
16 because the population is increasing very heavily
17 high rates. So -- and I understand that that
18 involves investment, and at the same time, I know
19 it's kind of unfair that sometimes it's passed
20 along to residential people, but at the same time,
21 I heard many, many cases where it has been said
22 that after hurricane or storm events, we restore
23 power right away, within a day or two, maybe three
24 days, and this is true. FPL is always there for
25 us, and I get the type of service they have is a

1 very high level, and again, as a commercial
2 customer, I truly believe that, yes, FPL should
3 raise their fees in order to build more
4 infrastructure where in the long-run it's going to
5 help everyone.

6 And as a residential customer, maybe the
7 percentage of increase will have to be considered,
8 especially in these rough times where a lot of
9 people are undergoing a lot of difficult
10 situations.

11 So that's all I have to say for today. Thank
12 you.

13 CHAIRMAN CLARK: Thank you, Mr. Jurado for
14 your testimony today.

15 Anyone have any questions?

16 All right. Any other customer we overlooked
17 or missed?

18 All right. Well, thank you very much for your
19 attention, your participation and your indulgence
20 this evening. I know it's been quite a while, some
21 of you were on the phone for a very long time. We
22 appreciate you hanging in there.

23 As we mentioned earlier, we take the testimony
24 that we receive, all of it goes into the official
25 record, and this commission uses this testimony to

1 make its final decision with.

2 All right. If there are no items to come
3 before the Commission tonight, any Commissioner
4 have anything?

5 If not, we stand adjourned. Thank you for
6 your attention.

7 (Proceedings concluded.)

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CERTIFICATE OF REPORTER

STATE OF FLORIDA)
COUNTY OF LEON)

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

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

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

DATED this 22nd day of July, 2021.



DEBRA R. KRICK
NOTARY PUBLIC
COMMISSION #HH31926
EXPIRES AUGUST 13, 2024