

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

In re:

DOCKET NO. 20250011-EI

Petition for rate increase by
Florida Power & Light Company.

_____ /

PROCEEDINGS: SERVICE HEARING

COMMISSIONERS
PARTICIPATING:

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

DATE: Tuesday, June 3, 2025

TIME: Commenced: 6:00 p.m.
Concluded: 8:15 p.m.

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

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

PREMIER REPORTING
TALLAHASSEE, FLORIDA
(850) 894-0828

1 APPEARANCES:

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

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

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

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

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

2 CHAIRMAN LA ROSA: Good evening, everybody.
3 Welcome, and I thank you all for attending this
4 customer service hearing. This is a part of the
5 review of the Florida Power & Light's company
6 request for a rate adjustment.

7 Today's service hearing is an important part
8 of the process, and is dedicated to hearing from
9 you, the customers. I know everyone is logged in
10 on-line, so we can't see each other, but we can
11 hear you very loud and clear from the hearing room.

12 Again, my name is Mike La Rosa. It's a
13 privilege to serve here as the Chairman of the
14 Florida Public Service. With me -- Public Service
15 Commission. With me, are my fellow Commissioner.
16 I will give them each an opportunity to quickly
17 introduce themselves.

18 Let's start with Commissioner Clark.

19 COMMISSIONER CLARK: Thank you, Mr. Chairman.

20 Let me just take the opportunity to thank all
21 the customers tonight who are calling in. Bear
22 with us, it may be a rather lengthy evening, but we
23 do value your comments. We look forward to hearing
24 your testimony regarding the service that you
25 receive from Florida Power & Light.

1 Thank you.

2 CHAIRMAN LA ROSA: Great.

3 Commissioner Smith.

4 COMMISSIONER PASSIDOMO SMITH: Good evening,
5 everyone. My name is Gabriella Passidomo Smith,
6 another one of your of five Commissioners.

7 I just want to thank you for taking the time
8 to call in tonight. We will have another service
9 hearing virtual tomorrow, so you have the
10 opportunity, and we also want to encourage that you
11 have an opportunity to write to us with written
12 comments. If there is more that you want to say
13 that you are not able to get out tonight, or your
14 friends or family aren't able to call in, please
15 let them know that their opportunity to be heard is
16 not lost yet. They can -- they are welcome to send
17 us written comments through the Commission Clerk.

18 With that, thank you.

19 CHAIRMAN LA ROSA: Great. Thank you.

20 Commissioner Fay.

21 COMMISSIONER FAY: Thank you, Mr. Chairman.

22 I echo my colleagues, everybody's comments
23 here tonight, and just appreciate you taking the
24 time to weigh in on this rate case.

25 CHAIRMAN LA ROSA: Excellent. Thank you.

1 And Commissioner Graham is logged in and he is
2 with us as well.

3 As Commissioner Smith mentioned, if you need
4 to, for some reason you don't get the opportunity
5 to speak today, or don't get to have all your
6 comments out on the record, or at least out
7 verbally, you should have received an email from
8 the Commission. In that email is the Clerk here at
9 the Public Service Commission's email address. You
10 have got the ability to send an email to them, and
11 they will insert any of your comments into the
12 record.

13 Also on our website, as mentioned, is a public
14 comment card that can also be submitted to the
15 Florida Public Service Commission. Again, anything
16 that you put within that is reviewable by us as
17 Commissioners, and is just as good as if you were
18 to jump on the line here today. So just wanted to
19 be able to put that out there.

20 I want to give everyone the opportunity to
21 speak today. We do have a lengthy list of folks.
22 Right now, I have got a list of 66 individuals that
23 have signed up to speak. We will go through how
24 the process is going to work here in a few seconds,
25 but let's go ahead and get us officially kicked off

1 and let me ask staff if you can please read the
2 notice.

3 MR. STILLER: By notice issued May 14th, 2025,
4 this time and place has been set for a customer
5 service hearing in Docket No. 20250011-EI. The
6 purpose of the service hearing is set forth more
7 fully in the notice.

8 CHAIRMAN LA ROSA: Excellent. Thank you.

9 And with us in person are the parties. I am
10 going to ask the parties to make -- to identify
11 themselves and introduce themselves, their
12 appearance.

13 Let's start with Florida Power & Light.

14 MR. BADDERS: Good evening, Commissioners,
15 Russell Badders on behalf of Florida Power & Light.
16 I would also like to enter an appearance for John
17 Burnett, our General Counsel.

18 CHAIRMAN LA ROSA: Excellent. Thank you.

19 Let's go with the Office of Public Counsel.

20 MR. TRIERWEILER: Good afternoon,
21 Commissioner. This is Walt Trierweiler. I am the
22 Public Counsel for the State of Florida, and I am
23 making an appearance for Ali Wessling and Austin
24 Watrous.

25 CHAIRMAN LA ROSA: Terrific.

1 LULAC/Florida Rising.

2 MR. MARSHALL: Good evening. Bradley Marshall
3 and Jordan Luebkekmann on behalf of Florida Rising,
4 the League of United Latin American Citizens of
5 Florida, better known as LULAC, and the
6 Environmental Confederation of Southwest Florida,
7 better known as ECOSWF.

8 Thank you.

9 CHAIRMAN LA ROSA: Excellent. Great. Thank
10 you, counsel.

11 Thank you again for participating today and
12 sharing your experience, specifically the quality
13 of service you are receiving from FPL.

14 In August, there will be a more technical
15 hearing where the Commission will hear from
16 witnesses about the evidence in the case. I
17 encourage you all to watch the hearing through our
18 website. It will help you better understand the
19 process and ultimately how we make decisions as
20 Commissioners here throughout.

21 In addition to sharing your comments here,
22 again, you can also provide the written comments
23 through paper mail or via email on our website, or,
24 of course, through the email that you should have
25 received for signing up today. That email should

1 have came most recently. So if you haven't checked
2 your in-box, certainly check it out there again.
3 It's also available on the front page of our
4 website, underneath Hot Topics, you can click on
5 the service hearing for FPL, and it should be
6 available there.

7 If you have specific billing issues, employees
8 from FPL are on the line, just maybe identify that
9 in your comments and we can make sure to take note
10 of that. Also, if our Commission staff can be
11 helpful to better understand the rate case, please
12 notify us at the time of your comments and we will,
13 again, we will address those as necessary.

14 Let's go ahead and start with opening
15 statements. Let's go ahead and have maybe a brief
16 opening statement of three minutes, and we will
17 start with Florida Power & Light.

18 MR. BADDERS: Thank you.

19 Florida Power & Light's opening remarks will
20 be provided by Armando Pimentel, President and CEO
21 of FPL.

22 CHAIRMAN LA ROSA: Thank you.

23 MR. PIMENTEL: Thank you, Mr. Chairman and
24 Commissioners. My name is Armando Pimentel, and I
25 am the President and CEO of Florida Power & Light

1 Company.

2 We are here because we have asked the Public
3 Service Commission for new base rates beginning in
4 2026. Let me begin by thanking all of our
5 customers who have taken the time to be here today.

6 I am proud of the 9,000 FPL employees who work
7 hard every day to provide the nation's best
8 combination of high reliability, resiliency and low
9 bills, but we can always do better, which is why
10 your feedback is so important to us.

11 FPL's mission is to deliver reliable
12 electricity every day while keeping our bills as
13 low as possible. Today, FPL's service is
14 59 percent more reliable than the national average,
15 and our typical residential bill is lower than it
16 was two decades ago, when adjusted for inflation.
17 This is the result of the smart investments and a
18 culture of continuous improvement. Our team works
19 relentlessly to improve our service.

20 By operating the most efficient utility in
21 America, we save typical customers roughly \$24 a
22 month. We have saved customers more than
23 \$16 billion in fuel costs by modernizing our power
24 plant fleet, which includes natural gas, nuclear
25 and solar generation. Our investments in smart

1 grid technology helped avoid 2.7 million outages
2 last year, including more than 800,000 during
3 Hurricanes Debby, Helene and Milton. That's what
4 our rate request is about, continuing these smart
5 investments that deliver reliable service while
6 enhancing resiliency and keeping bills as low as
7 possible.

8 It's been four years since our last rate
9 request. Florida is growing fast. Meeting
10 Florida's growing demand for power, making our grid
11 more resilient to severe weather and delivering the
12 outstanding service our customers expect will
13 require significant new investment. Even with the
14 proposed increase, typical FPL bills are expected
15 to stay well below the national average.

16 While we work hard to keep bills low, we
17 recognize some customers face challenges. Our
18 Vice-President of Customer Service, Dawn Nichols
19 and her team, are always here to help. We have
20 customer advocates devoted to helping you with any
21 concerns, including the many programs we have for
22 energy efficiency and bill assistance. Customers
23 can connect with them directly by calling
24 (866) 252-6049.

25 At FPL, customers always come first. We have

1 let our customers know about these service hearings
2 so that they can share their experiences with the
3 company. We want to hear about what we do well,
4 and more importantly, we want to hear about things
5 that we can improve. So thank you for
6 participating, and thank you for the opportunity to
7 serve you.

8 I will now share -- these are the final
9 remarks. Thank you.

10 CHAIRMAN LA ROSA: Thank you.

11 Office of Public Counsel.

12 MR. TRIERWEILER: My name is Walt Trierweiler,
13 and I am the Public Counsel for the State of
14 Florida. My office, the Office of Public Counsel,
15 also known as OPC, was created 51 years ago by the
16 Florida Legislature to give customers an effective
17 advocate in these proceedings.

18 Tonight, I want you to know that the Office of
19 Public Counsel actively opposes FPL's proposed rate
20 increases in 2026 and again in 2027. The theme for
21 this case is affordability, and we argue, with the
22 assistance of eight nationally respected expert
23 witnesses, that these proposed rate increases and
24 the Tax Adjustment Mechanism will result in unfair,
25 unjust and unreasonable rates for you.

1 I am not going to take the time tonight to
2 share all of the things that we are doing to
3 resolve this case in your favor, but I do want you
4 to be confident in the extensive discovery our
5 office has conducted with FPL, the hundreds of
6 hours my team is devoting to studying thousands of
7 pages of responses and documents from FPL, and the
8 depositions we have taken of FPL's witnesses to
9 identify reductions that should be made to FPL's
10 request.

11 I also want you to be confident that your
12 voice is a valuable part of this rate case. These
13 rate increases have not yet been decided, and these
14 Commissioners, who are conducting virtual and
15 in-person customer service hearings all over the
16 state from Miami to Pensacola, are here to listen
17 to you. So please share your thoughts as clearly
18 and persuasively as you can, because your sworn
19 testimony will be considered by the Commission and
20 parties, both now and in the future, when the
21 Commission examines all of the evidence before them
22 to approve only that portion of FPL's rate case
23 that is reasonable, prudent and in the public
24 interest.

25 I invite you to share details of your

1 experiences as a customer of FPL, and to share the
2 personal impacts FPL's proposed rate increases will
3 have upon you, your family, your friends, your
4 business and your employees. Do be mindful of time
5 so that your neighbors may also have time to speak.

6 Thank you again for taking the time to
7 participate in tonight's customer hearing. We look
8 forward to hearing from you.

9 CHAIRMAN LA ROSA: Great. Thank you.

10 LULAC/Florida Rising.

11 MR. MARSHALL: Thank you, Mr. Chairman.

12 Florida Rising, LULAC and ECOSWF are
13 associations of mostly residential customers and
14 are in this case because many of their members
15 cannot afford FPL's \$9.8 billion requested rate
16 hike. Too many Floridians are already unable to
17 afford their electric bills, especially since FPL's
18 last rate increase in 2021. Access to affordable
19 electricity becomes more and more crucial every
20 year as climate change continues to drive Florida's
21 already brutal summer temperatures ever higher.

22 For 2023, the latest year for which we have
23 complete data, FPL's actual residential bills were
24 \$170 a month, \$36 higher than the national average
25 monthly bill. That made FPL the tenth highest bill

1 in the country among large investor-owned electric
2 utilities.

3 Today, even as FPL asks for this rate
4 increase, the preliminary data shows the average
5 FPL residential customer is already paying over
6 \$400 per year for electricity than in 2021. And by
7 bills, we mean the amount that customers actually
8 pay on average each month. Not a hypothetical bill
9 based on a hypothetical usage that FPL uses to make
10 bill comparisons that does not reflect real world
11 usage.

12 We agree with the Office of Public Counsel
13 that FPL has not shown any need for their requested
14 increase, and believe that this case is not about
15 need but about increasing profits.

16 We understand that as Floridians, storm
17 recovery is extremely important to everyone, and
18 some may believe this rate increase will aid FPL in
19 getting the lights back on after a storm, but this
20 is not what the money in this case is -- but that
21 is not what the money in this case is for.
22 Supporting this increase actually means supporting
23 increased profits for FPL well above the national
24 average for utilities.

25 Finally, as a quick housekeeping matter, I

1 know that FPL may have reached out to some of you
2 and asked you to come support their request today.
3 You might be involved with an organization that
4 receives funding or association dues from FPL or an
5 affiliate, or that features FPL or an affiliate
6 among your board of directors. That's perfectly
7 all right, but that is relevant information for the
8 record. In the interest of holding an efficient
9 hearing, I just ask that you go ahead and disclose
10 that up front in your testimony so that I don't
11 have to take up more time asking you follow-up
12 questions about those connections through
13 cross-examination.

14 With that, thank you, Mr. Chairman, and thank
15 you all for participating today. We look forward
16 to your testimony.

17 CHAIRMAN LA ROSA: Great. Thank you.

18 We will now move to hear from customers and
19 take customer testimony.

20 Your comments will become part of the official
21 record and, therefore, they would be subject to
22 cross-examination, meaning that you may be asked
23 questions either by the parties or by one of us, as
24 Commissioners. Again, it's not intended to
25 intimidate by any means, but intended to better

1 understand or maybe clarify comments that are made
2 and so that they are better understood.

3 To make sure that your neighbors have an equal
4 opportunity to provide input, let's please limit
5 our comments to two minutes tonight. There will be
6 a bell that rings.

7 Michaela, do you have what that sounds like?
8 Excellent. Sounds perfect, right. So when you
9 hear that bell, that means your time has expired.
10 If you can please try to wrap up your comments as
11 soon as possible. Again, trying to give every one
12 of your makes the opportunity to be able to speak,
13 and like as I mentioned earlier, there is a pretty
14 long list of folks who have signed up for this
15 evening.

16 Lastly, if you can minimize any interruptions,
17 please try to do so. If you can put your phone on
18 mute, wonderful. If for some reason you cannot,
19 just try to -- if you can minimize any background
20 noise so it doesn't interrupt those that are
21 speaking.

22 The Public Counsel is going to be assisting me
23 today in calling the names. Walt, are we good with
24 that? You guys have a list of names? Awesome.
25 Thank you.

1 So you are going to hear from the Office of
2 Public Counsel. They are going to call names out.
3 They are going to call two at a time. So when you
4 hear your name, or you hear your name second,
5 please be ready to speak after the person in front
6 of you is finished.

7 It's standard practice that we hear from
8 elected officials first, so I think we -- they are
9 at the top of the list, so I don't have to
10 necessarily have to go find them. So I am going to
11 go ahead and turn this over to you, Walt. Mr.
12 Trierweiler, if you can go ahead and call the first
13 two folks that are on the list.

14 MR. TRIERWEILER: Thank you, Chairman.

15 We are going to start with Noah Walker, the
16 Mayor of Lake City, and then follow with Stacey
17 Hetherington, Martin County Commissioner.

18 Noah.

19 CHAIRMAN LA ROSA: Mayor Walker, you are
20 recognized.

21 PUBLIC COMMENT

22 MAYOR WALKER: Thank you.

23 I am Noah Walker. I am the Mayor of Lake
24 City, and I would like to say I am in support of
25 FPL as our power utility here in this area. I am

1 especially -- I would especially like to commend
2 our local reps, and I appreciate FPL's proactivity,
3 professionalism and strong partnership when it
4 comes to repairing our grid after and before storm
5 events.

6 I will note that FPL is often the only major
7 -- the only major utility provider in our emergency
8 operations command. They share best practices and
9 permitting so that we can get our constituents back
10 hooked up after storms quickly, and they are quick
11 and thorough in their responses for our end-of-line
12 customers here.

13 As a customer, and my stake as a customer is I
14 have four FPL bills monthly, one commercial, three
15 residential. I appreciate reconnections that
16 happen very quickly after storms. And over the
17 last two storm seasons, we have had some
18 catastrophic winds events here in our town. And in
19 both of those events, I have hosted other families
20 or family members in my home as an FPL customer
21 because I was restored weeks before they were.

22 As a father, I would like to say that we are
23 in a community that has a few thousand acres of
24 solar, which has popped up over the last decade or
25 so, and I appreciate the investment to responsibly

1 powering our grid for now and in the future.

2 It's really never a good time to raise rates,
3 but as a customer, I would rather pay a little bit
4 more for a grid that I can rely on even when times
5 are tough, like a hurricane.

6 MR. TRIERWEILER: Thank you.

7 CHAIRMAN LA ROSA: Thank you.

8 MAYOR WALKER: And that's all I have to say.

9 MR. TRIERWEILER: Commissioner Hetherington,
10 please.

11 PUBLIC COMMENT

12 COMMISSIONER HETHERINGTON: Hi. Good evening,
13 everyone. I am Stacey Hetherington. I am a
14 Commissioner in Martin County, but I am also a
15 third generation Martin County native. And thank
16 you so much to the council for taking the time to
17 hear our community's comments and our concerns,
18 because as a generational Floridian, I have seen
19 many things in the infrastructure of the efforts of
20 FPL. I had a newborn son during Frances and Helene
21 where we would be without power for weeks on end.
22 I am really laying in on the service that FPL
23 provides, and the value it provides to our
24 ratepayers, because as a lifelong Floridan, and a
25 taxpayer, I know every dollar that we spend are

1 valuable, and we want a value for every penny we
2 pay. So I am really speaking to the value.

3 And I want to take a moment to commend Florida
4 Power & Light for their investment in the
5 infrastructure for our storm recovery. And
6 recently we had -- in Martin County, we had the
7 aftermath of Hurricane Milton. We had tornadoes
8 rip through our county particularly in -- and in
9 that time of crisis, I will tell you that I have
10 seen FPL step up like I have never seen. They
11 proved to be more than just a utility provider.
12 They were really a community partner. The crews
13 were on the ground around the clock to restore the
14 power, but also to local residents, because while
15 many of us had prepared for tornado -- I mean, for
16 hurricanes for many years, they were there to help
17 the community with the tornado. They were
18 strategically positioned. They were worked
19 extremely well with our emergency management
20 coordinator. And I will say their communication
21 was bar none some of the best I have seen. They
22 kept our residents informed, educated and reassured
23 through the entire process. The outreach was
24 nothing short of exceptional our community
25 absolutely appreciated it. And as a resident, I

1 appreciated it.

2 CHAIRMAN LA ROSA: Great. Thank you.

3 MR. TRIERWEILER: Thank you.

4 All right. Next we would like to hear from
5 Nancy Sikes-Kline, the Mayor of St. Augustine, and
6 she will be followed by Robert Hollingsworth, the
7 Columbia County Commissioner.

8 Mayor Sikes-Kline, please.

9 PUBLIC COMMENT

10 MAYOR SIKES-KLINE: Yes. Thank you very much
11 this evening for listening to our comments.

12 I am calling in to support the rate increase.
13 I -- as a resident of the City of St. Augustine for
14 30 years, and a customer of FPL, at my personal
15 residence, I can say that I have been through many,
16 many storms, and for very many years, we didn't --
17 we did lose power. After the undergrounding
18 project that FPL endeavored without our
19 participation, they -- this is a part of their own
20 initiative to underground some of the utilities in
21 our neighborhood. They did, and I will tell you
22 every single storm since, whether the flooding,
23 however high it is, we still keep power. My entire
24 neighborhood keeps power. And I want to say I so
25 deeply appreciate that kind of initiative in any

1 organization that I work with.

2 As a mayor, I want to say I appreciate the
3 elevation of substation. Our substation here was a
4 major project, and it was a six-foot project. They
5 raised it to become more storm resilient.

6 And just in general, you know, hardening of
7 the infrastructure that they are doing, whether
8 it's the undergrounding, it's elevation, they have
9 been very aggressive, and I want to tell you that
10 it has made a huge difference for our citizens and
11 residents and businesses.

12 Third, I would like to say that the team that
13 we work with is amazing and responsive. I feel
14 like they are partners with us in everything that
15 we do, from the beginning before the storm, through
16 the storm, through any of the adversities that we
17 face as a city, they are there for us and
18 immediately responsive to our citizens. Any time
19 that I have ever asked for anything on behalf of a
20 business or a resident, they have been extremely
21 helpful at addressing our concerns. So thank you
22 very much for hearing me.

23 CHAIRMAN LA ROSA: Thank you.

24 MR. TRIERWEILER: Thank you.

25 Next we would like to hear from Commissioner

1 Hollingsworth.

2 PUBLIC COMMENT

3 COMMISSIONER HOLLINGSWORTH: Yes. As you
4 know, we have had unprecedented storms lately in my
5 area in the last three or four years. I want to
6 start out with a couple of things that are
7 misconceptions about Commissioners and power
8 companies.

9 A lot of people believe that Commissioners can
10 set rates and tell the power company which
11 neighborhoods to go to to get power turned on
12 during storms. Although, I would love to have that
13 ability, that just isn't the reality, but FPL does
14 the job that it should.

15 I am here to today to talk about the level of
16 service FPL has provided in my county as a
17 Commissioner. In short, it's second to none. We
18 have many dead end roads with -- several dead end
19 roads with elderly people that get stuck, I mean
20 literally stuck. They have to walk through a
21 quarter mile of woods to get out of their house,
22 and they are just not able to do that. And it
23 seems that FPL is always -- they know their place
24 and they are ready to get to those people to help.

25 In short, from a commissioner's standpoint,

1 timelines are very important. FPL excels at giving
2 us good reliable information on what power -- what
3 power will be restored, and that, for a
4 commissioner, if you ever have been one, it's of
5 the utmost importance to us so that we can
6 communicate to our constituents that information so
7 they can act on it. They have family. They have
8 places they are out of town. They are staying at
9 another house. It's a big deal to know what day,
10 pretty much, it's going to come back power, and FPL
11 excels in that, and I really appreciate that. Not
12 knowing is not good, and we appreciate the job they
13 have done.

14 We see FPL as partners who have invested in
15 our community with the new Columbia Storm
16 Processing Center being built in our county that
17 will eventually be a power delivery service center.
18 So I just want to thank FPL for the job they have
19 done, and we appreciate their presence in our
20 county, and thank you very much.

21 CHAIRMAN LA ROSA: Great. Thank you.

22 I am going to jump in real quick, Walt, just
23 to hit a few more pieces of housekeeping.

24 If a Spanish translation is needed, please
25 indicate, and we have got someone on the line that

1 can help translate from English -- or from Spanish
2 to English if it's necessary.

3 Also, looking at my list, I do notice that
4 there are maybe a handful of folks that did not
5 attest to be sworn in. When that time comes, if
6 you have not sworn in, I will just jump in real
7 quick and just take a quick -- to just swear you in
8 really quickly.

9 So let's go ahead and continue with the list.
10 And, Walt, I believe we are at Rosario Carrigan.

11 MR. TRIERWEILER: That's correct.

12 Let's -- we will hear next from Rosario
13 Carrigan, and then Nicholas Alvarez and Anthony
14 Newbold.

15 Rosario Carrigan, please.

16 PUBLIC COMMENT

17 MS. CARRIGAN: Good evening, ladies and
18 gentleman. My name is Rosario Carrigan. My
19 address is 15019 Southwest 159 Court, Miami, 33196,
20 and I have been an FPL customer for over 35 years,
21 and I would like to share my experience with FPL.

22 As I previously said, I call Miami-Dade County
23 my home for over 35 years, and I have been a
24 registered nurse in Florida for the past 27 years.
25 My clinical expertise is in the Intensive Care Unit

1 and as a post intensive care nurse in the surgery
2 department.

3 As you may know, health care providers work
4 under stressful situations every day. Without a
5 reliable response team we can trust, we can only
6 imagine the fear, the pressure and risks we take
7 trying to provide care under those circumstances.

8 Now we know some people might be thinking, but
9 don't hospitals have generators? Well, generators
10 are meant to serve as temporary backups. That's
11 why getting full power restored quickly is
12 absolutely critical. FPL's response during this
13 unprecedented time has been nothing short of
14 exceptional to us.

15 I have to admit how the response time has
16 improved every single year. They are faster, more
17 efficient and more prepared, and this is something
18 you cannot deny. I agree to support FPL with a
19 proposed rate increase, not just because they
20 restore power, but because they help restore peace,
21 safety and stability when it matters most.

22 We are quick as citizens to demand outstanding
23 service, but that level of preparedness, dedication
24 and rapid response, that didn't happen by chance.
25 It really takes resources, and it takes investment.

1 This isn't just about keeping the lights on. It's
2 about protecting our most vulnerable and giving all
3 of us the peace of mind we deserve.

4 Thank you, ladies and gentlemen, for your
5 time.

6 MR. MARSHALL: Mr. Chairman.

7 CHAIRMAN LA ROSA: Yes.

8 MR. MARSHALL: A quick follow-up question, Ms.
9 Carrigan. Do you know if your health care employer
10 receives money from FPL?

11 MS. CARRIGAN: We don't receive any money from
12 FPL. No, we don't.

13 MR. MARSHALL: Okay. Thank you.

14 CHAIRMAN LA ROSA: Thank you.

15 MR. TRIERWEILER: Chairman, the next customer
16 needs to be sworn.

17 CHAIRMAN LA ROSA: Yes. Nicholas Alvarez, are
18 you on the line?

19 MR. ALVAREZ: Yes, sir.

20 CHAIRMAN LA ROSA: Excellent. If you don't
21 mind just, I guess, virtually raising your right
22 hand and just taking this quick attest.

23 (Whereupon, Chairman La Rosa administered the
24 oath.)

25 MR. ALVAREZ: Yes, sir.

1 CHAIRMAN LA ROSA: Excellent.

2 You are recognized, sir, for your comments.

3 PUBLIC COMMENT

4 MR. ALVAREZ: Fantastic. Thank you so much,
5 everyone, for your time this evening.

6 I would simply like to echo the favorable
7 comments toward FPL's service that they have always
8 provided me as a resident of Miami-Dade, lifelong.
9 Their services in restoring power is always quick
10 and imminent, and should they ever have anything go
11 down, they are very great at communicating
12 anything, so I don't want to waste anyone else's
13 time. I want to quick and brief and just echo the
14 favorable comments from FPL and everything they do
15 for us.

16 Thank you. I yield my time.

17 CHAIRMAN LA ROSA: Great. Thank you.

18 MR. TRIERWEILER: All right. We are going to
19 hear next from Anthony Newbold and then Kimi
20 Roberts and Stephen Hudson.

21 Anthony Newbold, please.

22 CHAIRMAN LA ROSA: Anthony Newbold, are you on
23 the line?

24 PUBLIC COMMENT

25 MR. NEWBOLD: Yes, I am. Thank you. I am

1 sorry, I was muted.

2 CHAIRMAN LA ROSA: No worries.

3 MR. NEWBOLD: Okay. Can you hear me now?

4 CHAIRMAN LA ROSA: Yeah, I can hear you loud
5 and clear. You are recognized, sir, when you are
6 ready.

7 MR. NEWBOLD: Very good. Thank you so much
8 for allowing me this opportunity to speak in favor
9 of FPL and the quality of service and all the
10 issues pertaining to a pending rate case.

11 Let me give my full name and disclosure. I am
12 Anthony Newbold, living in Coral Springs, Florida,
13 and I have been a resident of Florida since 1957,
14 and a customer of FPL since 1970. I might also,
15 for the record, state that I am a retired FPL
16 employee, and I have a unique oversight insight of
17 FPL's operation. And I must say that in regards to
18 that, one of the things that I am extremely proud
19 about is the advances I have seen in FPL's
20 operations from the time of my employment to now.

21 FPL's reliability, as stated by the CEO, is
22 something that, over the years, has always been
23 questionable, but now to know that they have
24 improved to the point where they are 59 percent
25 better than the national average is a remarkable

1 achievement.

2 I also hear others talking about FPL's strong
3 restoration effort, and I must say that one of the
4 big advances with FPL is its mobilization ability
5 to bring in so many outside resources into the area
6 to assist in storm restoration, thus, improving the
7 reliability of all of its customers that were
8 affected.

9 And then I just want to say over all, from an
10 observation, that energy conservation and the
11 renewal of its power plant by introducing -- by
12 introducing so many new power plants is an advance
13 that makes FPL a leader in its field today, and I
14 am extremely proud to be a customer and to support
15 this objective.

16 CHAIRMAN LA ROSA: Thank you. Thank you for
17 your comments.

18 I yield.

19 MR. TRIERWEILER: Thank you.

20 All right. Next we are going to hear from
21 Kimi Roberts.

22 PUBLIC COMMENT

23 MS. ROBERTS: Yes. My name is Kimi Roberts,
24 and I live in Columbia County in Lake City,
25 Florida.

1 I have received service from Florida Power &
2 Light for over 35 years, and within those 35 years,
3 I can honestly say I have only been without service
4 for a period of time, a lengthy period of time, a
5 few times in over 35 years, and that says a lot for
6 an electrical company. And when I have had power
7 surge and we have lost power, I have called
8 immediately, and within an hour I can honestly say
9 I have had servicemen here. And that means a lot
10 when you have a child that's in a wheelchair.

11 And I can tell you when we were out this past
12 fall for four nights, and when they found out
13 initially, I was working in a shelter. And when I
14 was giving information back to Florida Power &
15 Light, and when they found out I didn't have
16 service still, they immediately followed up on my
17 ticket, and by the time I got home, we had service.
18 And I had to call back to Florida Power & Light and
19 praise them that we had service. We don't have to
20 live off of a generator again.

21 But I just want to say I commend Florida Power
22 & Light. There is never an appropriate time for a
23 rate increase, but you have to understand, since
24 COVID, Florida has increased thousands and
25 thousands of population, so I know that there is

1 upgrades that's needed for the state of Florida,
2 but I have to commend Florida Power & Light for
3 their service in our area and for my family.

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

6 MS. ROBERTS: Thank you for your time.

7 MR. TRIERWEILER: Stephen Hudson.

8 MR. HUDSON: Yes, I am here.

9 CHAIRMAN LA ROSA: Excellent, you are
10 recognized, sir.

11 PUBLIC COMMENT

12 MR. HUDSON: Yes. My name is Stephen Hudson.
13 I want to speak. I am not a Florida Power & Light
14 customer, but I have a lot of experience with them,
15 a lot of favorable experience with them.

16 I was a St. Johns County resident where St.
17 Augustine is, and I am on the Chamber -- I am on
18 the Chamber board there, I was during Hurricane
19 Matthew, and just witnessing how FPL communicates,
20 and unfortunately, my neighbors were JEA, and I
21 was -- I was JEA and my neighbors were Florida
22 Power & Light. They always got their power on
23 before I did, which was always so frustrating to
24 me.

25 And then like I said, I have seen their

1 involvement in the community. And since then, I
2 have moved out to that Macclenny, Florida, and,
3 again, I am Okefenokee client, and I have neighbors
4 that are Florida Power & Light. And, again, their
5 power is always on before I am, and I am on the
6 Chamber in out in Macclenny now, and I just -- I
7 love the way they communicate.

8 I mean, even in my mail, I get mail from
9 Florida Power & Light talking about the solar
10 fields that they are -- basically they are letting
11 the community know what they are doing even if they
12 are not their customers, which to me, tells me that
13 they are wanting to make sure that everybody
14 understands what they are trying to do.

15 And so I just -- I have nothing but good -- I
16 honestly wish I was a Florida Power & Light client,
17 because I know I pay more than my Florida Power &
18 Light neighbors do. And so that's really what I
19 wanted to say.

20 CHAIRMAN LA ROSA: Thank you.

21 MR. TRIERWEILER: All right. We are going to
22 hear from Robert Porter next, and he will be
23 followed by Billy Thompson and Felix Lasarte.

24 Mr. Porter.

25 PUBLIC COMMENT

1 MR. PORTER: Yes. Thank you. Good evening,
2 Commissioners. My name is Robert Porter. I live
3 on the barrier island of Anastasia Island in St.
4 Augustine. My comments today are solely my own,
5 and I will be brief.

6 Full disclosure, I recently retired as the
7 Vice-President of the St. Johns County Chamber of
8 Commerce. My wife and I have been FPL customers
9 since 2015. When we moved to Anastasia Island in
10 2015, we lived through Hurricanes Matthew and Irma
11 in 2016 and 2017, so we saw firsthand the damage
12 that these storms can do to our utility
13 infrastructure.

14 In 2015, for example, all it took was the dark
15 sky and a threatened nor'easter and our electricity
16 went out for hours at a time. Fast forward to
17 2025, the hardening of the power poles, the lines,
18 the distribution centers by FPL in recent years has
19 resulted in virtually no interruption of service,
20 whether from a hurricane, or a nor'easter, or just
21 a typical Florida thunderstorm. These days, on the
22 rare occasion when the power does go out, FPL crews
23 are usually on site, I kid you not, before we can
24 even notify them of the outage. The issue is
25 usually resolved within an hour, not days, as it

1 was 10 years ago. It's like night and day and we
2 are thankful that FPL spent the money necessary to
3 protect our power supply.

4 In closing, I support FPL's rate request.
5 Thank you very much.

6 CHAIRMAN LA ROSA: Thank you.

7 MR. TRIERWEILER: Billy Thompson.

8 PUBLIC COMMENT

9 MR. THOMPSON: Yes, hello. I will be brief as
10 well.

11 I have been a resident of Florida for the past
12 20 years, a resident of Boca Raton, a resident of
13 Miami Beach, and I can honestly say that the
14 service from FPL has been amazing, right.

15 I have heard horror stories from across the
16 country of things that have happened with their
17 companies that they deal with and those in those
18 respective states, and, you know, even currently,
19 loyally and nationally, with this -- with the
20 energy grid, I think that investment into that,
21 investment into our power companies is extremely
22 important.

23 I, myself, own a tech company down here in
24 Miami, and we are looking at this growing surge of
25 energy that's needed, necessary, and grids that are

1 falling across the country in respect to this. The
2 investments that are going up from the government
3 side and the private side are, you know, immense,
4 and I believe that, you know, some things on the
5 citizens' side that can support those efforts,
6 obviously no one wants to pay more, but in respect
7 to us actually being able to have that reliable
8 service continue, I think that is something that we
9 look at as an investment today for the better of
10 tomorrow.

11 So I just wanted to say that really quick in
12 support of this, and I hope all the best. Thank
13 you for your time.

14 CHAIRMAN LA ROSA: Great. Thank you.

15 MR. TRIERWEILER: Felix Lasarte.

16 PUBLIC COMMENT

17 MR. LASARTE: Hey, how are you? And good
18 afternoon. Felix Lasarte.

19 So just let me give you a bit of background.
20 I am a local attorney in Miami-Dade County, and I
21 am speaking in my professional capacity, because I
22 represent a lot of developers in Miami-Dade. And,
23 you know, look, rate increases are never good.
24 Everybody wants everything to stay the same, but
25 prices have gone up on everything. If you look at,

1 you know, what things cost four years ago to what
2 they look now -- to what they are now, it's
3 incredible.

4 That said, all the clients that I have just
5 want FPL to be able to move faster to get their
6 services up and get things going quicker. And to
7 the extent that these rates could help with these
8 new developments that are coming in, because our
9 state is growing so much, you know, I think it
10 would be beneficial to the state and to folks that
11 want to go out and build and construct and make our
12 state better.

13 You know, obviously they do a great job during
14 the storms. I have a client that operates a major
15 golf course here in Miami, and they have had
16 service interruptions, and FPL went out and sent
17 out a technical crew to be able to figure out what
18 was happening at this resort, and things were
19 resolved within a matter of days and, you know,
20 this issue that had been going on for a while
21 needed to be done.

22 You have great customer service reps out here
23 that deal with the local developers and try to
24 expedite and help things, so, you know, in terms of
25 a rate increase, if it provides more resiliency and

1 being able to develop more and move things quicker,
2 I am all for it.

3 CHAIRMAN LA ROSA: Great. Thank you.

4 MR. TRIERWEILER: All right. We are going to
5 hear next from Sal Faso, followed by Luna Plaza and
6 Mark Shelton.

7 Sal Faso, please.

8 PUBLIC COMMENT

9 MR. FASO: Great. Thank you. This is Sal
10 Faso speaking, and I am here representing myself.

11 I happen to be the founder and co-executive
12 director of a not-for-profit organization that's
13 got approximately 20 major communities in the Palm
14 Beach Gardens West Palm Beach area with about
15 66,000 residents. I can give good testimony to the
16 fact I was educated at the University of Miami back
17 in the early '60s. When Hurricane Betsy hit in
18 1965, we lost everything that we owned, from the
19 house to the cars to the clothes, and they took us
20 off the rooftop on a rope at five o'clock in the
21 morning, so I know what the experience is to be in
22 a survivor mode in hurricane.

23 Since then, we have lived Ibis for the past 27
24 years and experienced all the hurricanes that
25 occurred in the last 25 years here.

1 I can tell you one of the things that has not
2 been commented on is FPL clearly responds very,
3 very well to all of our needs when we need help if,
4 in fact, there is an outage. But more importantly,
5 it was the preparedness they give us, the sense of
6 confidence. When we got together with their system
7 engineers and we looked at the grid we realized we
8 should have been attached to another grid in
9 addition to the one we were at. So with good
10 proper planning, we were able to eliminate the
11 intermittent blip that happens, which is the worst
12 kind of outage, because it sets all your TVs and
13 appliances off in the wrong direction and you got
14 to run around and try to reset everything else.

15 Their executive team was exceedingly
16 responsible. In the interest of transparency, they
17 have funded an annual meeting I have had, not
18 entirely, but partially, to the tune of \$1,000 at
19 one point in time, and then a little bit more
20 obviously after that.

21 But I would support a rate increase if, in
22 fact, it's genuinely needed and justified. I
23 haven't seen any detail to know whether it is or
24 not, but I assume it is. I trust FPL. I think
25 they are a good, confident supplier of electrical

1 power to us as residents in West -- in Florida.

2 MR. TRIERWEILER: Thank you.

3 CHAIRMAN LA ROSA: Great. Thank you.

4 MR. TRIERWEILER: Luna Plaza, please. Luna
5 Plaza.

6 All right. We are going to go ahead and move
7 on from Luna Plaza to Mark Shelton.

8 CHAIRMAN LA ROSA: Mark Shelton, are you on
9 the line?

10 MR. TRIERWEILER: Okay. Let's move on from
11 Mark Shelton to Jorge Sepulveda.

12 PUBLIC COMMENT

13 MR. SEPULVEDA: Yes, this is Jorge Sepulveda
14 speaking, 14735 Southwest 42nd Terrace, and I moved
15 back to Miami -- raised in Miami, moved back to
16 Miami a few years ago, and so I had power company
17 both Progress and Duke Energy in North Carolina for
18 about 30 years between both of those.

19 So as much as I do not want a rate increase
20 per se, I really appreciate the dependability of
21 service that I am receiving from FPL. And also
22 comparing to my power bills in the past, it is
23 better than Duke and Progress from North Carolina.

24 Furthermore, I have had the experience of FPL
25 coming to trim trees, to make sure that we have

1 dependability in our house, and also replaced our
2 wooden poles with cement poles, which I would
3 imagine also increases dependability.

4 So overall, definitely in support of
5 continuing to improve services, and I know that
6 that logically requires more investments, so
7 therefore, you know, slightly higher rates.

8 I yield my time unless there is any questions.

9 MR. TRIERWEILER: Thank you.

10 CHAIRMAN LA ROSA: Thank you.

11 MR. TRIERWEILER: All right. We are going to
12 hear next from Nicole Martinez, and Nicole will be
13 followed by Lori Sheres and Tiffany Sykes.

14 Nicole Martinez, please.

15 PUBLIC COMMENT

16 MS. MARTINEZ: Good evening, members of the
17 Commission. Thank you for your time. My name is
18 Nicole Martinez, and I would like to speak on the
19 service that I receive from FPL.

20 I truly value the service that FPL provides.
21 You know, I lived in Tallahassee several years ago,
22 and I can definitely tell you firsthand that it's
23 unlike any of the service that I receive in Miami.
24 The provider here is truly phenomenal. And when
25 there has been an outage in my area, they do reach

1 out via text and provide me updates and times as to
2 when the power will be restored. You know you can
3 always depend on them.

4 And I love the fact that now they are
5 investing so much of their time and resources in
6 solar. I have also read up on their timeline to
7 have 30 million solar panels installed by the year
8 2030, and you can actually see a lot of the solar
9 facilities when you drive down the highway, which,
10 to me, is very innovative in the fact that it's all
11 clean power, and provides zero contamination to the
12 environment. So I want to mention that I am very
13 satisfied with their service and I applaud all of
14 their innovative projects and I support them.

15 Thank you. I yield my time.

16 MR. TRIERWEILER: And, Nicole, I have a
17 question for you. Do you know whether or not you
18 were previously sworn?

19 MS. MARTINEZ: I don't believe that I was
20 sworn on this phone call. I was sworn in last year
21 when I called.

22 CHAIRMAN LA ROSA: I will just take -- yeah, I
23 will take an oath real quick, if you don't mind,
24 Nicole. Do you swear and affirm that the testimony
25 you provided is the truth?

1 MS. MARTINEZ: Yes.

2 CHAIRMAN LA ROSA: Awesome. Thank you.

3 MR. TRIERWEILER: Thank you.

4 CHAIRMAN LA ROSA: I appreciate it. Thank
5 you, Walt, for that.

6 MR. TRIERWEILER: Lori Sheres. Lori Sheres.

7 Okay. We are going to move on to Tiffany
8 Sykes, please.

9 CHAIRMAN LA ROSA: Ms. Sykes, are you on the
10 line?

11 MR. TRIERWEILER: Okay. We are going to move
12 on from Tiffany Sykes to Lyman Welch, followed by
13 Antonio Gomez and Deborah Harmon.

14 Lyman Welch, please.

15 PUBLIC COMMENT

16 MR. WELCH: Hello, can you hear me?

17 CHAIRMAN LA ROSA: Loud and clear, sir. You
18 are recognized.

19 MR. WELCH: Hi, my name is Lyman Welch. I am
20 speaking on behalf of the Sierra Club Calusa Group,
21 which is over 2,000 Collier Glades Hendry and Lee
22 Counties in southwest Florida, with many FPL
23 customers.

24 We urge the Commission to significantly reduce
25 or reject entirely Florida Power & Light's proposed

1 \$10 billion rate hike. As an organization focused
2 on protecting Florida's environment and promoting
3 equitable energy policy, we are alarmed by the
4 massive rate hike which would increase bills by
5 another \$360 per year, 22 percent increase, on top
6 of the \$400 annual rise customers have already
7 experienced over the past five years. For families
8 in southwest Florida, that's money taken directly
9 out of household budgets already stretched thin.

10 Utilities like FPL are already digging deep
11 into residents' pockets. Customers are forced to
12 cover fuel costs and storm related damages even as
13 the frequency and intensity of hurricanes worsens
14 due to climate change. These costs passed directly
15 on to the public only serve to widen FPL's profit
16 margins.

17 FPL currently enjoys one of the highest
18 utility returns on equity in the nation, yet they
19 are pushing for an 11.9 percent return, far above
20 the national average of 9.6 percent, all while
21 their executives and shareholders enjoy record
22 profits. Meanwhile, Florida families are being
23 forced to limit their air conditioning use during
24 brutal summer heat just to afford their electric
25 bills. This is both unjust and unsustainable.

1 We are equally concerned about the lack of
2 adequate public input. With 5.8 million customers,
3 holding only seven in-district hearings is an
4 insult to Floridians like to be heard. In 2009
5 more hearings were held for fewer customers. We
6 call on the PSC to expand public access to
7 hearings, especially in underserved areas like
8 southwest Florida.

9 Please drastically reduce or reject the
10 proposed FPL rate hike and extend public hearings
11 to ensure meaningful public communication. Thank
12 you.

13 MR. TRIERWEILER: Thank you.

14 Antonio Gomez, please.

15 PUBLIC COMMENT

16 MR. GOMEZ: Good evening, everybody. My name
17 is Antonio Gomez. I live at 6551 Southwest 53rd
18 Terrace, South Miami, Florida, 33155.

19 I am an FPL customers, and my power lines were
20 recently buried and the transformer was installed
21 on my property. I was really happy with the
22 process. Everybody from engineering crews down to
23 the landscapers that restored the grass were
24 professional, communicated well, treated my
25 property with respect.

1 And I wanted to express on this call how happy
2 I am that my power lines are now buried. I live in
3 a neighborhood that's not near anything that's high
4 priority. No hospitals. No major roads. So when
5 hurricanes come by, we typically lose power for a
6 couple of weeks. Now with the power lines
7 underground, I feel a lot better that my family and
8 I will experience, you know, less loss of power
9 during severe weather, and so it's a huge benefit
10 for us. And I wanted to express how grateful I am
11 to FPL and everybody involved to making this
12 improvement in our community.

13 Thank you.

14 CHAIRMAN LA ROSA: Thank you.

15 MR. TRIERWEILER: Thank you.

16 Deborah Harmon, please.

17 PUBLIC COMMENT

18 MS. HARMON: Good evening. My name is Deborah
19 Harmon, and I live at 37 Marina aisles boulevard in
20 Indian Harbour Beach. I am an FPL customer who
21 works from a home office. I am also a past chair
22 of the Melbourne Regional Chamber of Florida's
23 Space Coast, and I have experienced FPL's proactive
24 engagement with the business community in general
25 and with specific business customers to quickly

1 resolve issues, improve operations work processes
2 and collaborate to expand service to customers.

3 Speaking as a private consumer, my husband and
4 I have been FPL customers in Brevard County since
5 2013, and I live in a hurricane evacuation zone.
6 We have had very few, if any, non-storm outages at
7 our home in that time.

8 Regarding storm situations, we have been
9 increasingly better power reliability and fewer
10 outages between our first hurricane evacuation in
11 2016 and the effects we felt sheltering at home
12 from two major storms that made landfall in Florida
13 last fall.

14 We credit this improved reliability to
15 infrastructure hardening efforts. FPL implemented
16 these. Since such activities were completed,
17 outages and storms have become rare and shorter
18 when they do occur, and response times are quicker.

19 FPL has been our favorite electric utility out
20 of the four we have dealt with in Florida since
21 1961, and it's our favorite on service,
22 accountability, commitment to environmental
23 sustainability, ease of communication and value. I
24 feel our residential bills are fair, and I am
25 convinced FPL is the best in customer service, and

1 operational -- I support a proposed rate increase
2 and FPL's ability to continue to invest sensibly in
3 our shared future power security.

4 Thank you.

5 CHAIRMAN LA ROSA: Thank you.

6 MR. MARSHALL: Mr. Chairman, if I may?

7 CHAIRMAN LA ROSA: Yes, sir.

8 MR. MARSHALL: Ms. Harmon, you mentioned the
9 Regional Chamber of Commerce. Does FPL have an
10 employee on the board of directors of that chamber?

11 MS. HARMON: I believe -- I believe so.

12 MR. MARSHALL: Thank you.

13 CHAIRMAN LA ROSA: Thank you.

14 MS. HARMON: Sure.

15 MR. TRIERWEILER: Next we are going to hear
16 from Carlos Sotolongo, to be followed by Yordenis
17 Bringa and Shannon Roberts.

18 Carlos Sotolongo, please.

19 PUBLIC COMMENT

20 MR. SOTOLONGO: Good afternoon. This is
21 Carlos Sotolongo, and I have been an FPL resident
22 for 35 years -- I am sorry, Florida resident for 35
23 years.

24 I own several rental properties in the state,
25 mostly housing elderly. And I got to say, I am

1 extremely satisfied with FPL and their services in
2 times of storms, the up and running is extremely
3 fast, and it really minimizes our calls from the
4 rental properties, and especially other people,
5 that a lot of them are on much on -- machines
6 and -- in support.

7 I highly understand the raising the rates.
8 Everything, unfortunately, has been going up, and
9 it's only understandable that FPL would need to get
10 a raise.

11 That's pretty much it for me. Thank you.

12 MR. TRIERWEILER: Thank you.

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

15 MR. TRIERWEILER: Yordenis Bringa, please.

16 PUBLIC COMMENT

17 MR. BRINGA: Yes. My name is Yordenis Bringa.
18 My testimony is going to be brief.

19 I have been a customer of FPL about 17 years,
20 and I am really happy with the service FPL
21 provides, not only in storm times, every time we
22 have any issues regarding power. And being a
23 father of three childs, it's very important for me,
24 you know, having electrical every time I would say
25 having --

1 CHAIRMAN LA ROSA: Yeah, I know there is a
2 little bit of interruption, but you can continue,
3 sir. I am not sure if we lost him.

4 MR. TRIERWEILER: Mr. Bringa?

5 Okay. Chairman, I believe that our next
6 customer, Shannon Roberts, has not yet been sworn.

7 CHAIRMAN LA ROSA: Ms. Roberts, are you on the
8 line? Shannon Roberts, are you on the line?

9 MR. TRIERWEILER: Okay. Let's move on to
10 Karen Gazda. And I believe that Karen Gazda was
11 having intermittent connection issues. Karen, are
12 you on the line?

13 MS. GAZDA: I am on the line.

14 MR. TRIERWEILER: Great. Please continue.

15 CHAIRMAN LA ROSA: You are recognized, ma'am.

16 MS. GAZDA: I am sorry?

17 CHAIRMAN LA ROSA: You are recognized to
18 provide your testimony.

19 PUBLIC COMMENT

20 MS. GAZDA: Yes.

21 MR. TRIERWEILER: What would you like to say
22 to us tonight?

23 MS. GAZDA: I would like to say that I have
24 used FPL for the past 22 years with three different
25 homes, and I just applaud your service. I have

1 never had any issues. Each time I would change my
2 location of the homes that I purchased, I had
3 wonderful service. I just have no complaints.

4 And what else would you like me to ask me that
5 I can -- am I happy with about the potential
6 increase? I am not happy about an increase in
7 anything, but that's life, and I truly understand
8 that things have to happen if we make improvements
9 in service.

10 MR. TRIERWEILER: Thank you.

11 CHAIRMAN LA ROSA: Great. Thank you.

12 MR. TRIERWEILER: Next up is Edward Cronley,
13 who will be followed by Robert Spatz and Puneet
14 Kapur.

15 Edward Cronley, please.

16 PUBLIC COMMENT

17 MR. CRONLEY: Hello. Yes, sir. Good evening.
18 Ed Cronley, a local developer and realtor. Been
19 here for about 15 years after retiring from the
20 Navy getting in a family business.

21 I guess I have got three points of view.
22 Again, echoing what I just heard, as a consumer,
23 family man and homeowner, you never want to see
24 your rates go up, but inflation has been of late,
25 and the proposed increase seems very reasonable in

1 comparison, so I am in support of that.

2 Second point I guess I would bring up is
3 economic development. I do mostly commercial and
4 industrial development. I am on local economic
5 development boards. I have worked with FPL, the
6 counties in conjunction to get new properties out
7 of the ground. In our research, y'all have been
8 competitive against the national averages. So all
9 I ask is you keep an eye on that, because I like
10 getting new high paying jobs so we can pay our
11 bills, and bringing in, you know, manufacturing
12 jobs, which typically pay more than Amazon
13 delivery, so those type of jobs I am in support of.

14 And I have worked with Florida Power & Light
15 even on development for 15 years, and three
16 different people, and they are all great and good
17 to work with.

18 From a business owner, I guess I kind of
19 understand. Our projects have literally doubled in
20 costs over the past five years, and thank you for
21 not staying on that trajectory on costs. I know
22 cost of materials, so I'm guessing the power poles,
23 the wiring, transformers have all gone up the last
24 few years.

25 I -- again, echoing, I just hope that the

1 money increase taken in does go to infrastructure
2 so we are prepared for future hurricanes, and
3 hopefully bring in new business into our area.

4 So that's all I have got. If y'all have any
5 questions of me, I will answer anything you would
6 like.

7 MR. TRIERWEILER: Thank you.

8 Robert Spatz. Robert Spatz, perhaps.

9 All right. Moving on, Puneet Kapur, please.

10 PUBLIC COMMENT

11 MR. KAPUR: Good evening, Commissioners and
12 everybody listening to me. Can you guys hear me?

13 CHAIRMAN LA ROSA: Loud and clear.

14 MR. TRIERWEILER: Yes.

15 MR. KAPUR: So I have been a resident of Palm
16 Bay, Florida, Brevard County, famously known as the
17 Space Coast for the last 15 years, and I represent
18 a business for almost 16, 17 years, and all I want
19 to say is great things that FPL has done to support
20 the businesses in the area, you know, especially
21 when you have a business, which is 24/7 open to
22 accommodate people. During the times of hurricanes
23 and getting the power restored, and the customers
24 always, the professionalism we have seen through
25 with their local reps in our area, it's incredible.

1 You know, as a resident, it's very few things
2 during -- I have seen, like, four or five
3 hurricanes in this area since I have been here,
4 and, you know, the power is restored the fast I
5 have ever heard anywhere.

6 So, you know, they are doing great things on
7 infrastructure, and, you know, they are fixing the
8 power plants. I have heard, you know, they have
9 done nuclear power plants, and they are installing
10 EV charging stations.

11 So I think I definitely support the increase,
12 and, you know, it's funny, like, nobody -- we have
13 the four years -- the Commission in the history of
14 this country, and I think the money that we are
15 giving them comes back to the community.

16 I was driving by one day, and I saw a school
17 having an event that was sponsored by FPL, you
18 know, they support a lot of nonprofits, so all that
19 money somehow comes back in the community, which is
20 making, you know, a better future for us and our
21 kids and our families, so I think there is no
22 doubt, you know, in employees deserve a raise too,
23 so this is all I want to say.

24 MR. TRIERWEILER: Thank you.

25 All right. We are going to hear next from

1 Monica Alarcon, followed by Brian Squire and Alice
2 Bravo.

3 Monica? Monica Alarcon?

4 All right. Moving on to Brian Squire.

5 PUBLIC COMMENT

6 MR. SQUIRE: Hi. Good afternoon. My name is
7 Brian Squire, A resident in Florida for 47 years.
8 FPL has been a service provider for a very long
9 time.

10 We experienced Hurricane Milton, the entire
11 community flooded. Power was out for three days --
12 power was restored in three days, which was
13 incredible -- the power to our home was out and we
14 contacted FPL. Immediately, they sent out a
15 service provider -- multiple units and crews on
16 hand. The service was restored within two days
17 from that -- that they repaired -- out of service,
18 the ability to have people on the ground from a
19 hurricane standpoint was incredible.

20 I can't speak enough for the customer service
21 representatives that were on the ground. They were
22 stationed at the Publix down in Nokomis, Florida,
23 to multiple crew members that were restoring power
24 for us. So a positive story, and we appreciate the
25 service. We purchase power to have power and

1 continuous power, and that has never been a
2 problem.

3 I yield my time. Thank you.

4 CHAIRMAN LA ROSA: Thank you.

5 And just a quick reminder, if you can put your
6 phone on mute if you are not the speaker that's
7 been recognized or that way to minimize any
8 background noise, that would certainly help any
9 speakers who are trying to provide their comments.

10 MR. TRIERWEILER: And then remember to take it
11 off of mute so that we can hear from you.

12 CHAIRMAN LA ROSA: More important point. Yes.

13 MR. TRIERWEILER: Alice Bravo. Alice Bravo.

14 All right. Moving on, Gianna Hutton, please.
15 Gianna Hutton.

16 Okay, next we are going to hear from Joseph
17 Soto Leal, and then we are going to hear from
18 Torrey Lunn and Angel Burgos.

19 Joseph Soto Leal, please.

20 PUBLIC COMMENT

21 MR. LEAL: Hey. Good afternoon, everybody.
22 This Joseph Soto Leal. I will be brief as well be
23 mindful of everybody's time, but, yeah, I have been
24 a Florida resident my entire life. I currently
25 have four FPL bills -- well, five monthly FPL

1 bills, three residential houses that we own here in
2 the state spread out across the state, and two
3 business accounts. And, yeah, the service from FPL
4 has been, you know, nothing but great, to be
5 honest. I mean, our house in the central Florida
6 area of Ft. Myers got hit pretty hard during the
7 hurricanes last year and the year before last, and
8 FPL's turnaround time on getting us back up and
9 getting our tenants, you know, back up was amazing.
10 It was great to see the investment you guys make,
11 you know, so when we do have any issues, they are
12 able to respond to it, you know, in a quick and
13 efficient manner.

14 I have partners in other states, you know, we
15 are paying less than they are on our bills. So
16 yeah, I am in favor, you know, like everybody said,
17 nobody wants to see rate increases, but we
18 understand that the cost of living and the cost of
19 operating has gone up tremendously over the last
20 couple of years, so on our end, we are in favor of
21 the increase and knowing that we are still going to
22 be below the national average, you know, let's us
23 know that FPL is doing what they got to do to, you
24 know, protect and keep us safe and keep lights on
25 at all times, so we are good on our end 100

1 percent.

2 MR. TRIERWEILER: Thank you.

3 CHAIRMAN LA ROSA: Thanks.

4 MR. TRIERWEILER: Torrey Lunn.

5 PUBLIC COMMENT

6 MS. LUNN: Hi. Good evening. My name is
7 Torrey Lunn. I have been a resident of south
8 Florida, Miami-Dade and Broward County for the last
9 30 years.

10 As a business manager and as a resident, I can
11 honestly tell you that FPL service has been
12 phenomenal. I was living in south Florida from
13 Hurricane Andrew to Wilma where, you know, we saw
14 power go out for weeks at a time, and to see the
15 last few hurricanes come through here and only get
16 moments of times probably not even a day where I
17 live no power, so I think we should support.

18 People rely on this power to make money,
19 especially as a business, you never want to see
20 power off more than too long. So I support the
21 rate increases, you know, more safe for the
22 community and more productive environment.

23 Thank you. I yield my time.

24 MR. TRIERWEILER: Thank you.

25 Angel Burgos, please.

1 PUBLIC COMMENT

2 MR. BURGOS: Good evening, folks. I hope
3 everyone is doing well.

4 I have been a resident of Brevard County and a
5 customer for 20 years. Just to echo the words of
6 others, I have had the great joy to receive great
7 service throughout the years, especially with the
8 storm season.

9 Briefly here, they have made some significant
10 improvement to their power grid as they just
11 wrapped up a underground lateral project, which in
12 my eyes, I believe this improved our services --
13 outage -- the outage, and I believe it gives you
14 better and faster response times. They alert you
15 when the outage is resolved, which is a great tool.
16 And when the storms -- they are up with extra
17 manpower and very proactive.

18 Our local teams here in Brevard County, they
19 are very -- and resilient, which is a great -- to
20 rely on.

21 Last but not least, I support the rate
22 increase for better service, faster outage response
23 times. As we all know, power is a very important.

24 Thank you.

25 MR. TRIERWEILER: Thank you.

1 Chairman, the next customer Luisa Suarez is
2 listed as not being sworn.

3 CHAIRMAN LA ROSA: Ms. Suarez, are you on the
4 line? Ms. Luisa Suarez, are you on the line?

5 MS. SUAREZ: Yes. Hi. Can you hear me now?

6 CHAIRMAN LA ROSA: Yeah, we can hear you loud
7 and clear. And, ma'am, we don't show you as sworn
8 in.

9 (Whereupon, Chairman La Rosa administered the
10 oath.)

11 MS. SUAREZ: Yes.

12 CHAIRMAN LA ROSA: Excellent.

13 MS. SUAREZ: Thank you.

14 CHAIRMAN LA ROSA: You may begin.

15 PUBLIC COMMENT

16 MS. SUAREZ: Thank you. Good evening,
17 everyone. My name is Luisa Suarez, and I am an
18 almost lifelong Florida resident, and I am also an
19 FPL customer.

20 I am a bit nervous. I am not the most
21 informed -- that much information I found to
22 justify, you know, the nearly -- percent increase
23 in the base rates. I can only speak from my
24 personal experience growing up in Florida extreme
25 heat, not as a, you know, 30-year-old woman, that I

1 did grow up -- my household couldn't afford AC, and
2 that's a large part of the utility bill, right, AC
3 unit. And then we get other climate changes, there
4 are many who still can't afford AC units. And by
5 increasing the base rate they are still, there are
6 still households that will not be able to use AC
7 units. It's not like it be a luxury or a reduced
8 luxury they have --

9 In terms of part of the increase means that
10 it's -- they are asking for 11.9 percent return on
11 equity, which is well over the national average of
12 9.6 percent. I don't understand how this benefits
13 the people they serve, and the businesses they
14 serve.

15 And for folks who don't know what that means,
16 it's basically their stakeholders -- yes, I
17 understand my time is up. Let me just finish my
18 thought, thank you -- their stakeholders, again,
19 what they put in. So I don't know how that would
20 serve the community.

21 I thank you for your time.

22 CHAIRMAN LA ROSA: Thank you.

23 MR. TRIERWEILER: Thank you.

24 Next up is Susan and Tom Whittington, followed
25 by Peter Rogers and Liz Nolan.

1 Susan and Tom, please.

2 PUBLIC COMMENT

3 MS. WHITTINGTON: Yes, we are here. I don't
4 think we have been sworn in.

5 CHAIRMAN LA ROSA: You attested when you
6 signed up on-line, so you are good to go. We are
7 ready when you are ready.

8 MS. WHITTINGTON: Okay. Great. Thank you.

9 Okay. Thank you. Tom and Sue Whittington,
10 816 Southwest Wood Creek Drive in Palm City.

11 As customers, we are very satisfied as FPL's
12 with service and their role as community partners.
13 We both work from our home, and our businesses
14 depend on reliable power. No one likes to pay more
15 for anything, and I would love for our insurance
16 increase by as little as 2.5 percent, but the fact
17 is the price of everything has increased, far more
18 than what FPL is requesting, and the cost of doing
19 business has increased, and it's reasonable for
20 businesses to increase their rates accordingly.

21 We are very happy with the service FPL has
22 provided us for the past 26 years in which we have
23 lived here. We have never had a complaint and we
24 support the rate increase. And that's all I have
25 to say.

1 MR. TRIERWEILER: Thank you.

2 CHAIRMAN LA ROSA: Thank you.

3 MR. TRIERWEILER: Peter Rogers. Make sure
4 that you mute if you are not Peter Rogers.
5 Peter.

6 PUBLIC COMMENT

7 MR. ROGERS: I am Peter Rogers, and I am now
8 unmuted.

9 I spent about 60 years in North America, and I
10 have been -- both before and post 1970, at the
11 beginning of deregulation -- Chicago, New York,
12 Connecticut and New Jersey, and now I am in
13 Sarasota. In the three years I have lived here, I
14 have a high regard for Florida Power & Light. I
15 find their continued communications are clear.
16 They seem to have a good -- cover the waterfront.
17 I find them to be responsive and proactive.

18 As far as -- allow you to pay your water
19 heater replacement over time. They have surge
20 protectors and home charging -- also provide
21 donations for the --

22 In terms of green or pollution reduction --
23 solar and nuclear -- all directions.

24 I am essentially amazed in the periods I have
25 been here when we have hurricanes drive by parking

1 lots of FPL service trucks in. They are very
2 superior, fast fixing line outage, line
3 maintenance.

4 And some people might say, well, they have
5 political -- they are a semi regulated utility.
6 They have to have lobbyists, they have to pay
7 political governments -- regulated --

8 And that's all I have to say. Thank you.

9 MR. TRIERWEILER: Thank you. We are going to
10 hear next from Liz Nolan, and followed by Marilyn
11 Massari and Stephanie Sejnoha.

12 Liz Nolan, please.

13 PUBLIC COMMENT

14 MS. NOLAN: Good evening. Liz Nolan.

15 Baby monitors, IVs, nursing homes for people
16 with intellectual disabilities, Muscular Dystrophy,
17 Parkinson's, epilepsy brain injury, dementia,
18 intellectual disabilities that use scooters,
19 education, computers, food service operations in
20 the cafeteria, microwave ovens, stoves,
21 refrigerators, security systems, lights that
22 prevent falls, injuries and crime, washing
23 machines, dryers, electric buses that take people
24 that can't afford their own cars.

25 I am a still working senior citizen, and I

1 hope that the PSC will oppose the rate increase.
2 It's hard to be a hard-working citizen without
3 extra costs that we often don't have a chance to
4 give input on. So I hope the people that are
5 listening to us will adhere to the ordinary
6 citizen.

7 Thank you so much.

8 MR. TRIERWEILER: Thank you.

9 CHAIRMAN LA ROSA: Thank you.

10 MR. TRIERWEILER: Marilyn Massari, please.

11 UNIDENDIFIED SPEAKER: (Inaudible)

12 MR. TRIERWEILER: Go ahead.

13 CHAIRMAN LA ROSA: Ms. Massari, are you on the
14 line? Marilyn Massari.

15 MR. TRIERWEILER: All right. Moving on, let's
16 move to Stephanie Sejnoha, please. Stephanie?

17 Moving on to JC Giraldo, Deborah Koch and
18 Paula Hopkins.

19 JC Giraldo, please.

20 PUBLIC COMMENT

21 MR. GIRALDO: Hi. Good evening,
22 Commissioners. My name is JC Giraldo, and I live
23 in Lehigh Acres.

24 FPL, in order to keep my lights on, although I
25 have never really had a choice in an alternative

1 provider. Others on this call have brought up
2 solar farms, and mine is more of a question. In
3 light of the current FPL rate case, does the
4 Commission intend to address whether future solar
5 farms in Florida can be developed and operated by
6 independent or community-based entities rather than
7 being exclusively utility owned by FPL? If not,
8 why are utility only ownerships still being powered
9 in the state energy --

10 Thank you.

11 CHAIRMAN LA ROSA: Thank you.

12 MR. TRIERWEILER: Thank you. Deborah Koch.

13 PUBLIC COMMENT

14 MS. KOCH: Good evening. Thank you for the
15 time to speak. My name is Deborah Koch. I am
16 Executive Director of the American Red Cross, but I
17 am calling today for a very, very long time, first
18 of all, FPL customer my time extremely confident
19 experiences with FPL I feel like -- what I wanted
20 to share today.

21 I bought a new home a year-and-a-half ago,
22 which gave me -- to interact with different FPL
23 customer service personnel. And to say that I was
24 pleasantly surprised can an understatement.
25 Whether I was on the phone with customer service

1 moving my service over, talking to their tree -- or
2 talking to their new -- undergrounding lines in
3 Coral Gables where I live, every single person I
4 interacted with went above and beyond to make sure
5 that the service was exceptional, and that they
6 offered me assistance that I needed. Consistently
7 their responsiveness and their extreme knowledge,
8 and any time someone didn't have an answer, they
9 were able to direct me to someone who did.

10 I am and also active in the community down
11 here, and many times I see FPL crew members out at
12 various nonprofit events giving their personal
13 time. I feel like FPL personalizes -- personal
14 touch and good for the community, and I am very
15 impressed with and wanted to share that information
16 with you today.

17 Thank you so much.

18 MR. MARSHALL: Mr. Chairman.

19 CHAIRMAN LA ROSA: Yeah, you are recognized,
20 Ms. Koch, do you mind for a quick question we have
21 got here from one of the parties?

22 MS. KOCH: Sure.

23 MR. MARSHALL: Ms. Koch, you said you were
24 with the American Red Cross. Are you aware of
25 whether FPL donates to your organization?

1 MS. KOCH: They do.

2 MR. MARSHALL: Great thank you.

3 MS. KOCH: I am calling today as an
4 individual. Thank you.

5 MR. MARSHALL: Thank you.

6 CHAIRMAN LA ROSA: Thank you.

7 MR. TRIERWEILER: Paula Hopkins.

8 PUBLIC COMMENT

9 MS. HOPKINS: Yep. Paula Hopkins on the line.
10 Good evening, and thank you, Commissioner, for
11 hearing me.

12 I wanted to make sure first I share that I am
13 an FPL customer, and I also actively serve as the
14 Executive Vice-President of two partnerships for
15 the Miami-Dade -- which is our economic development
16 office here in Miami-Dade County.

17 In this role, it has made me even a more
18 strong supporter of FPL. Not only do they serve on
19 our Executive Board of Directors, they are a
20 longtime investor and take seriously their role in
21 not only powering up our communities, but also
22 advancing growth and making sure that companies
23 that are considering moving to Florida and/or
24 Miami-Dade that they have the infrastructure to
25 make sure that happens. Things like data centers

1 has been mentioned -- most recent inclusion down
2 here.

3 Thanks to their partnership, we have been able
4 to hold events with them not only on -- Select
5 Florida. And their leadership on sustainability is
6 opportunity to Miami -- has also helped us not only
7 educate our community, but also shape the future,
8 as somebody mentioned, energy that's happening here
9 in Miami-Dade County.

10 Those are just a few ways that FPL not only
11 supports what I consider the long-range, by
12 creating jobs, attracting capital, and more
13 importantly, helping our community local economic
14 development for the future.

15 I do want to acknowledge that I know that they
16 are concerned, I heard a couple on the call today,
17 customers. But as the Commission considers the
18 rate proposal, I want to give my customer support,
19 and I fully support also from the Miami-Dade
20 Regional Council for their strong track record, and
21 not only reliable, but also a community partner.

22 Thank you very much.

23 MR. TRIERWEILER: Thank you.

24 CHAIRMAN LA ROSA: Thank you.

25 MR. TRIERWEILER: We are going to hear next

1 from Victoria Brower, followed by Juan Curiel and
2 Linda Lecht.

3 Victoria Brower, please.

4 CHAIRMAN LA ROSA: Ms. Brower, as you jump on
5 the line, I don't show you as being sworn in, so if
6 you are on the line, do you mind just identifying
7 yourself? Ms. Brower, are you on the line?

8 MR. TRIERWEILER: All right. Let's move on,
9 Juan Curiel, please. Juan Curiel?

10 Moving on, Linda Lecht.

11 PUBLIC COMMENT

12 MS. LECHT: I am here, can you hear me?

13 MR. TRIERWEILER: Yes. Just fine.

14 MS. LECHT: Linda Lecht. I live in Biscayne
15 Park in Miami-Dade, and I am an FPL customer, and
16 also the President of The Education Fund.

17 I wanted to speak about both FPL's amazing
18 service in my neighborhood and about FPL's
19 long-term community support. I can tell you, in my
20 neighborhood, we get immediate service whenever
21 there is a need, and their communication is
22 excellent about our power. In fact, several years
23 ago, there was actually something that caught on
24 fire, and FPL was here within minutes. I mean, it
25 was just amazing how quickly they can get here, and

1 trucks are here whenever they are needed.

2 At The Education Fund, I have seen firsthand
3 how FPL encourages its employees to get involved in
4 the community. We are fortunate to have an
5 executive on our board, and have had one of FPL's
6 executives on our board for many years. When one
7 retires, they make sure somebody else volunteers
8 for us.

9 The current person goes definitely above and
10 beyond giving many hours of her time. She even
11 teaches in classrooms for us. She -- teacher award
12 events and she helps with future training as well.

13 FPL also donates generously, continually
14 giving year-in and year-out, which is pretty
15 amazing to help our public school students and
16 teachers get the supplies, the training and the
17 equipment they need to succeed.

18 Just recently, more than a dozen FPL employees
19 came out to celebrate the work that was being able
20 to get done with an FPL donation, where an entire
21 school, many classrooms were changed into
22 hydroponic gardens and STEM labs. FPL also brings
23 robotics to life for students, and also does career
24 work.

25 Recently, The Education Fund celebrated our

1 40th anniversary. And due to FPL's efforts over
2 our 40 years, we gave 40 hero awards, and FPL was
3 one of them. I can point to FPL as one of the best
4 companies we have in Florida.

5 So thank you for your time and thank you to
6 FPL.

7 CHAIRMAN LA ROSA: Thank you.

8 MR. TRIERWEILER: Thank you.

9 Next we are going to hear from Richard
10 Collura, followed by Michael Ortega and Michael
11 Neal.

12 Richard Collura, you are on. Richard Collura?

13 All right. Moving on to Michael Ortega.

14 Michael Ortega?

15 Okay. Moving on to Michael Neal, please.

16 MR. NEAL: Hello, Michael Neal here, and I
17 have not been sworn.

18 CHAIRMAN LA ROSA: Okay.

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

21 MR. NEAL: Yes, sir.

22 CHAIRMAN LA ROSA: Excellent. Thank you.

23 PUBLIC COMMENT

24 MR. NEAL: Michael Neal, 219 21st Street West,
25 Bradenton, Florida. I have been a FPL customer

1 here for 10 years, and a FPL customer my entire
2 life in Manatee County.

3 I am also a residential developer, so I deal
4 with Florida Power & Light, you know, daily or
5 weekly in my business. We can't sell homes until
6 Florida Power & Light connects.

7 I think they have been a great partnership
8 through five difficult years, and I would support
9 their rate case, you know, throughout their
10 industry, which is very similar to mine, we have
11 had massive supply increases, supplier cost
12 increases, so I think that the rate case proposed
13 is very modest.

14 Also, Florida Power & Light opened up a new
15 division recently at least in the Manatee and
16 Sarasota area, that deals specifically with master
17 planned communities because they saw a big -- a
18 need in the engineering department where these
19 large communities weren't being served as well
20 under the previous engineering arrangement.

21 So I definitely support their rate case. I
22 think we are very fortunate to have a company as
23 reliable as Florida Power & Light.

24 You know, I do want to emphasize, I think that
25 the push for renewables is somewhat misguided, and

1 I think it's a huge driver of costs. I would
2 encourage people on this call who, you know,
3 talking about how clean solar is, I would encourage
4 them to look up cobalt and rare earth mining and
5 how destructive that is to the environment, and the
6 child labor and, in some cases, slave labor that's
7 required to produce cobalt that goes into the
8 lithium batteries solar requires.

9 So that's just a brief aside, I am not sure if
10 the PSC has jurisdiction over that, but I think
11 that Florida Power & Light has done an excellent
12 job in very, you know, strong headwinds, and I
13 support the rate case.

14 MR. TRIERWEILER: Thank you.

15 CHAIRMAN LA ROSA: Thank you.

16 MR. TRIERWEILER: Maria Pena, followed by
17 Eduardo Fernandez and Marcia Barry Smith.

18 Maria Pena, please.

19 PUBLIC COMMENT

20 MS. PENA: Yes. Good evening, everyone. I
21 hope you can hear me well.

22 MR. TRIERWEILER: Perfect.

23 MS. PENA: I am -- thank you.

24 I am a resident of Coral Springs, Florida, for
25 30 years. FPL has been our energy service company

1 throughout those 30 years. I am an electrical
2 engineer business owner and entrepreneur in the
3 service sector. My husband and I recently retired
4 trying to age in place, and I am not sure we are
5 going to be able to live here given the fact that
6 insurance continues to go up, taxes, food and now
7 we are talking about an 11-percent rate increase in
8 electricity, given the fact that we pay for a
9 service, and FPL claims that it's for investment.

10 I am going to say that FPL is a reliable,
11 efficient and resilient company. They have various
12 energy systems that they provide electricity to its
13 customers.

14 And we also invest in their solar investment
15 program called SolarTogether. We have been a
16 participant since the inception of that program.
17 So I am not sure what this 11-percent increase is
18 for, if we are talking about it being reliable,
19 efficient and resilient as they claim to be.

20 Companies have spoken in support of the rate
21 increase, most them are businesses which should
22 also -- so I do not support this and I yield.

23 Thank you.

24 MR. TRIERWEILER: Thank you.

25 Eduardo Fernandez, please. Eduardo Fernandez?

1 PUBLIC COMMENT

2 MR. FERNANDEZ: I am here.

3 MR. TRIERWEILER: Go ahead, sir.

4 MR. FERNANDEZ: Hello? Can you hear?

5 CHAIRMAN LA ROSA: Yes, loud and clear.

6 MR. FERNANDEZ: Pardon em?

7 CHAIRMAN LA ROSA: We can hear you loud and
8 clear. We are ready when you are.

9 MR. FERNANDEZ: Okay. Perfect.

10 Yes, I am a resident of Miami-Dade County for
11 many, many years, and I have FPL as my power
12 carrier, and very satisfied with the service,
13 especially that -- I deal with FPL in the
14 construction, as well as in my home.

15 I had a great experience lately -- reconnected
16 power, and especially these two projects the --
17 from FPL, very cordial, professional. They were in
18 our favor, so the service, to me, it is more than
19 standard. It's above and excellent. And even
20 though they are -- in the day, we got outdated
21 because it's all overhead -- out in the easement.
22 If we lost power, it's not -- but it's been the way
23 that we have the power around our neighborhood --
24 City of Miami.

25 The -- I am in favor of do better, and in

1 order to be do better, there has got to be an
2 increase. I would love to see that increase the
3 benefits for us, your customer, right. So
4 sometimes I was feeling like the underground
5 service will be better system than the overhead,
6 especially in the City of Miami that we have big
7 amount of trees. And when you get a storm when,
8 you lose power. It's a better type of system that
9 would decrease, you know, the power outage in our
10 area.

11 And to be negative, you know, what I see that
12 FPL will need a little bit of -- to be -- I know
13 it's -- the facility and the job come back and they
14 never will. But important things that I think I
15 want to express is that we are very satisfied with
16 the service and the future that all the -- for us
17 to have more clean power for our community.

18 So that's my 10 cents that I am going to put
19 here, so I will yield my time.

20 CHAIRMAN LA ROSA: Thank you.

21 MR. TRIERWEILER: Thank you.

22 Marcia Barry Smith.

23 PUBLIC COMMENT

24 MS. SMITH: Yes, good evening.

25 MR. TRIERWEILER: Good evening.

1 MS. SMITH: Good evening. As a resident of
2 Broward County, my presence here this evening is
3 twofold.

4 First, I want to share with those present that
5 the quality of service and professionalism that I
6 have experienced with Florida Power & Light HAS
7 been truly great. I am a self-employed consultant
8 who works from a home office, and we depend on the
9 power source in order to be effective and -- except
10 for hurricane related outages in 45 years of living
11 in south Florida, I have experienced only one
12 period of several hours without power. Yes, it was
13 frustrating and somewhat worrisome, but every time
14 I called the hotline, customer service attended to
15 us polite and professional and patient.

16 None of this would be of any consequence if I
17 felt that the rate increase was going to be
18 substantially detrimental to the population that I
19 serve as an advocate mainstream supporter and
20 provider, and that is the population of low to
21 moderate income residents of Broward County.

22 As an affordable housing specialist, I spend
23 most of Miami time connecting with working
24 homeless, victims of domestic violence and young
25 adults aging out of foster care with nonprofits

1 like my Miami developers which create homes that
2 are affordable.

3 Rents have more than doubled in the last 45
4 years, and since the 1.7 percent of Broward
5 residents are severely cost burdened, meaning they
6 are paying more than 50 percent of their monthly
7 income for rent, mortgage payments and utilities.

8 In reviewing the prospective Florida Power &
9 Light rate increase, while any increase takes its
10 toll on the MMI households, this increase, in all
11 honestly, appears to be fair, and I thank you.

12 CHAIRMAN LA ROSA: Great. Thank you.

13 MR. TRIERWEILER: Thank you.

14 Next we hear from Marianne Winfield, followed
15 by Benjamin Saunders and John Kubasek.

16 Marianne Winfield, please.

17 PUBLIC COMMENT

18 MS. WINFIELD: Yes. Good evening. This is
19 Marianne Winfield. I am not sure if I did -- if I
20 was sworn in making my comments.

21 CHAIRMAN LA ROSA: The record indicates that
22 you have been, so I believe you are good.

23 MS. WINFIELD: Okay. Thank you.

24 I have been a resident of Broward and Palm
25 Beach County since 1976, and I am currently a

1 advocate with AARP South Florida, and a property
2 manager for affordable housing residents.

3 I certainly appreciate Florida Power & Light.
4 They have provided excellent service over the years
5 that I have been a resident, and I support many
6 people who have mentioned their appreciation for
7 Florida Power & Light.

8 I am also a senior and the costs continually
9 increase. I know several people who have been on
10 fixed incomes less than \$1,000 a month providing
11 for them, their livelihood, any and every increase
12 affects their daily life causing choices to be made
13 for what food they choose, which -- they are able
14 to afford, how they are able to continue to afford
15 public transportation, and I am assuming, based on
16 the positive remarks that I heard from business
17 owners, that they do understand that several people
18 do not enjoy the same quality of life. The
19 previous speaker mentioned 50 percent of people in
20 Broward County are living on the poverty level.

21 So as all of these conversations are taking
22 place, and FPL is certainly benefiting from the
23 increase of all the new residents to Florida, I am
24 hoping all of this is taken into consideration when
25 a decision is made to provide the rate hike.

1 Thank you.

2 MR. TRIERWEILER: Thank you.

3 Benjamin Saunders. Benjamin Saunders, please.

4 Moving on, John Kubasek.

5 PUBLIC COMMENT

6 MR. KUBASEK: This is John Kubasek. Can you
7 hear me?

8 CHAIRMAN LA ROSA: Loud and clear, sir. You
9 are recognized when you are ready.

10 MR. KUBASEK: Can you hear me?

11 CHAIRMAN LA ROSA: Yeah, we can hear you loud
12 and clear.

13 MR. KUBASEK: Okay. I am a resident of
14 Broward County. I live Margate, Florida. My
15 residential experience with FPL has been positive.
16 I have lived here 35 years, and customer service, I
17 believe, is par compared to nobody. When you call
18 them up -- tells you how big the outage is and how
19 long it will take to get the service on, and I
20 think that's a good thing for people.

21 My commercial background is I am in a
22 certified facility manager -- International
23 Facility Manager's Association, and I was director
24 of it operations in a senior citizen project that
25 housed 7,000 to 10,000 people, and I can only tell

1 you that FPL's response to us there are a multitude
2 of problems, power surges, whatever it was, they
3 were constantly there.

4 My biggest thing is how well run the company
5 is, and you can see, even as a lay person, for
6 equipment, and I watch them all this year on State
7 Route 7 putting in new hurricane poles. So you see
8 they are reinvesting the money for our benefit.
9 And then the state like Florida, with the type of
10 weather we get, the company ensures that it's
11 financially sound and can help us through the hard
12 times and increase our service -- they deserve --

13 Thank you.

14 MR. TRIERWEILER: Thank you.

15 Chairman, my notes indicate that Agnes Palmer
16 may not be sworn. Agnes, are you available on the
17 line? Agnes Palmer?

18 Moving on, Angela Wise?

19 PUBLIC COMMENT

20 MS. WISE: Yes, sir, I am here.

21 MR. TRIERWEILER: You are recognized.

22 MS. WISE: Good evening. Good evening. My
23 name is Angela Wise. I have been a customer for 42
24 years in Pensacola, Florida. For over 20 years I
25 have been part of the building industry, and

1 throughout that time I have had the pleasure of
2 working alongside the dedicated team at Florida
3 Power & Light. From their transition from Gulf
4 Power to where they are today, I have witnessed
5 firsthand their commitment to serving our
6 communities.

7 When Florida Power & Light became our service
8 provider, they took meaningful steps to better
9 support the building industry, most notably by
10 creating a builder portal. Because of my
11 experience working with several large builders in
12 the area, I was honored to be asked to test this
13 portal and provide feedback to help refine its
14 services. It is incredibly well received showing
15 us that our voices truly mattered.

16 One of the most impactful improvements FPL has
17 made in streamlining process to better serve
18 large-scale builders, the FPL Builders Desk
19 engineers and underground team work tirelessly to
20 make it easier to apply for services, install or
21 remove temporary or permanent power and
22 troubleshoot issues. By simplifying these steps,
23 builders have been able to work more efficiently
24 and get families into their forever homes faster.

25 To help make our state more resilient against

1 storms, FPL has been working closely with local
2 cities and counties to move power lines
3 underground. This initiative as not only protected
4 communities, but also prevented construction
5 delays, ensuring that Floridians can move into new
6 homes more quickly after a storm.

7 And lastly, like so many others before me, I
8 see the rising costs affecting nearly every aspect
9 of daily life, and I know how challenging it has
10 become for our citizens to keep up, the financial
11 pressure on all of us and I understand how
12 difficult they can be. I know no one welcomes the
13 increase, the growing demand for service, rising
14 material and a need for storm repair makes this
15 request for an increase by FPL understandable.

16 Thank you.

17 MR. TRIERWEILER: Thank you. Chris Hart,
18 please.

19 PUBLIC COMMENT

20 MR. HART: This is Chris Hart. I am President
21 and CEO of the Central Moloney family of companies.
22 We are newly located at 6501 Venture Crossings
23 boulevard in Panama City Beach. That's in Bay
24 County, and I have a unique dual relationship with
25 Florida Power & Light.

1 Full disclosure, we are a -- to Florida Power
2 & Light, which I think gives me pretty unique
3 insight into how they handle their business. I can
4 attest Florida Power & Light constantly forces the
5 issue of maintaining costs while still maintaining
6 the right to expect quality products.

7 So I have an insight in an in-depth
8 perspective with Florida Power & Light as their
9 business, but I am also the recipient from them for
10 economic development.

11 Florida Power & Light took the lead to recruit
12 us, along with other businesses, to the Panhandle
13 of Florida to create a manufacturing culture in
14 that area that previously hadn't been known. So I
15 personally can thank Florida Power & Light for
16 their efforts to bring us to the area. I thank
17 them for the way they conduct their business, and I
18 fully support the rate initiative.

19 MR. TRIERWEILER: Thank you.

20 MR. HART: I yield.

21 MR. TRIERWEILER: All right. We are going to
22 hear next from John Weir followed by Paul Hernandez
23 and Jorge Delgado.

24 John Weir, please.

25 PUBLIC COMMENT

1 MR. WEIR: Good evening. I may not be sworn
2 in.

3 CHAIRMAN LA ROSA: Mr. Weir, my record
4 indicates that you were sworn in when you signed
5 up, so you are good, sir.

6 MR. WEIR: Okay. Great. Thank you.

7 All right. John Weir, 5604 PGA Boulevard,
8 Palm Beach Gardens in Palm Beach County, and I am
9 an FPL customer. I am the President of Eastwind
10 Development, and we develop multi-family rental
11 housing through the state of Florida. We have
12 completed over 4,000 units in the last 10 years,
13 another thousand in -- we have offices in Palm
14 Beach Gardens, in Orlando and develop throughout,
15 we frequently work with FPL on new developments.

16 Disclosure, I am the Chairman of the Housing
17 Leaders Council of Palm Beach County, which
18 promotes workforce and affordable housing. FPL has
19 been a sponsor of the nonprofit events, and has a
20 member on our board of over 20 some people.

21 We have three predominant issues. The first
22 is reliability. FPL has been a reliable source of
23 power for multiple developments. We have had
24 minimal non-storm outages, and no major failures,
25 obviously, like we saw in Texas a few years ago.

1 We have seen the benefits of the hardening and
2 underground efforts and investments in preventing
3 outages. And when power has gone out, such as
4 after the storms in Hurricane Helene and Milton and
5 in Sarasota, a FPL has quickly responded. It's a
6 stark contrast 20 years ago when we had Hurricanes
7 Frances and Wilma, so performance has been
8 excellent.

9 On cost, no one is thrilled with a cost
10 increase or a rate increase, but it is a capital
11 intensive business. The rates that FPL charges our
12 developments are the lowest among utilities that we
13 work with in Florida. And I can tell you from our
14 experience that construction costs have increased
15 over 60 percent in the past four years.

16 Providing electrical service is a labor -- is
17 a capital intensive business. In practical terms,
18 that means obtaining housing units that cost
19 200,000 in 2021 now cost well over 300,000.

20 Finally, ease of connection is very important.
21 To bring new developments on line form a strong
22 working partnership with FPL in installing lines
23 and transformers and bringing service to our
24 property. So on balance, we support the rate
25 increase request because it results in higher

1 service.

2 Thank you.

3 MR. TRIERWEILER: Thank you.

4 Paul Hernandez.

5 PUBLIC COMMENT

6 MR. HERNANDEZ: Hi. Good afternoon. Paul
7 Hernandez. I live in Miami-Dade County, and I am
8 an FPL customer. And as a longtime FPL customer, I
9 wanted to share with the Commission that I
10 appreciate the ease with which FPL has provided
11 essential services to me and my family for decades,
12 really.

13 You know, we all have, you know, a number of
14 companies that offer our homes service at any given
15 time, and if I had to choose objectively which
16 company has provided the most consistent service
17 with few problems on a daily basis -- day-to-day
18 basis, it would undoubtedly be FPL.

19 In the event that there has been any issues,
20 to the extent that I can even recall, they have
21 been few and far between. And if they would arise,
22 I have never had an issue with customer service. I
23 found the company to be a very responsive and
24 responsible, and also willing to work with their
25 customers.

1 When I moved and had to make transitions and
2 close an account to open up a new one, everyone --
3 everything has always flowed seamlessly. And to
4 that point, the on-line portal that's provided by
5 FPL is very user friendly, and it's something that
6 I use each month to pay my bill and track my usage,
7 and all the information is up front and it's very
8 accessible.

9 I used to live in an area in Miami-Dade County
10 in a city called Hialeah, and that city had a park
11 and casino, and that park became very popular
12 during storm events, because that's where FPL would
13 -- that giant parking lot that they have is a
14 parking lot that was used by FPL to mobilize, you
15 know, employees and contractors and get them ready
16 to be out there the second that the storm ended and
17 start working hard. And I would see the lead-up as
18 any storm approached, I would see a lead-up of --
19 coming in, and in the aftermath of every storm that
20 we have had, I witnessed firsthand actually put to
21 work diligently and around the clock since we are
22 able to have the power and enjoy our lives the
23 best -- so I take all those things into account,
24 and just express these comments to the Commission.

25 Thank you.

1 MR. TRIERWEILER: Thank you.

2 Jorge Delgado.

3 PUBLIC COMMENT

4 MR. DELGADO: Hi. Good evening. This is
5 Jorge Delgado, and I will keep my response very
6 brief.

7 I am in favor of the rate increase as an
8 important professional who has the luck of working
9 from home, I rely very heavily on electricity to
10 power my devices to power my service so I can work
11 with no issues. So just knowing that this is going
12 to improve my infrastructure so that I have more
13 reliability, and I can continue to work from home
14 and have the consistent usage of electricity is
15 something I am in favor for.

16 CHAIRMAN LA ROSA: That wasn't intended to
17 stop your time. You can continue if you have
18 comments.

19 MR. DELGADO: That's it. I yield my time.

20 CHAIRMAN LA ROSA: Excellent. We got a quick
21 question in the room, if you don't mind.

22 MR. MARSHALL: Mr. Delgado, real quick. Did
23 you used to work for FPL and NextEra?

24 MR. DELGADO: I did. Yes.

25 MR. MARSHALL: Thank you, Mr. Chairman.

1 CHAIRMAN LA ROSA: Thanks. Thank you.

2 MR. TRIERWEILER: All right. We are down to
3 the final three on my list. We are going to start
4 with Erick Valderama, followed by Yulia Samburskaya
5 and Melissa Fiallo.

6 Erick Valderama, please.

7 PUBLIC COMMENT

8 MR. VALDERAMA: Well, thank you. Good
9 afternoon -- or good evening. Yeah, I thought the
10 way we were going, I was going to be the absolute
11 last one.

12 CHAIRMAN LA ROSA: Close.

13 MR. VALDERAMA: Almost there. Name is Erick
14 Valderama. I live in Miami, Florida. I am a
15 current FPL customer, and also utilize FPL in my
16 business.

17 Personally, as a lifelong resident of
18 Miami-Dade County, I have been working construction
19 development industry for about 30 years both in
20 south Florida in the tri-county area and also in
21 central Florida, I have done some development in
22 Melbourne.

23 Personal experiences, ever since -- I have
24 noticed ever since Hurricane Wilma, FPL had
25 steadily increased responses and took proactive

1 measures that put are together in hurricane
2 preparedness. I have seen that going as most
3 recent as this -- some of the FPL trucks putting
4 in, you know, hardening in certain areas. So
5 that's comforting that over the years there is -- I
6 got to believe that there has been lessons
7 learned --

8 And on a business level, I think the industry
9 has learned to recognized people work with FPL, the
10 utility, but that we, you know, we got to do our
11 due diligence at least once potential hurricane
12 season comes in, you know, they allowed it and
13 helped residents throughout the state of Florida,
14 and maybe abroad, should the need arise.

15 In residential development, it's a process
16 that happens it takes me, and FPL has -- systems to
17 work with the -- design, procurement and also
18 innovative in a lot of things they put together.

19 So I see my time is running short, but -- so
20 looking at do I agree with the rate increases? I
21 will tell you what I do agree with, I agree FPL
22 should have the latest and greatest tools at their
23 disposal to continue to provide uninterruptible
24 services and response time at the latest and
25 greatest technology, and be good stewards of our

1 dollars and continue to be good business partners.

2 Thank you.

3 CHAIRMAN LA ROSA: Thank you.

4 MR. TRIERWEILER: Thank you. Yulia
5 Samburskaya.

6 PUBLIC COMMENT

7 MS. SAMBURSKAYA: Hi, good evening. This is
8 Yulia. Can you hear me?

9 CHAIRMAN LA ROSA: We can hear you loud and
10 clear. You are ready -- we are ready for you when
11 you are.

12 MS. SAMBURSKAYA: Okay. Perfect. Thank you
13 for giving me the chance to speak. I am a resident
14 of Palm Beach County, and I am here to speak in
15 favor of FPL.

16 So I work in the hospitality industry, and I
17 have been working remotely for many years, and I
18 know the cost of doing business has gone up for all
19 of us, and I know a rate increase is negative when
20 people first hear about it, but if you look at how
21 important reliable power is, the luxury of knowing
22 you can always turn on your computer and work is a
23 really good investment. And I believe that FPL
24 invests wisely and continues to improve all the
25 benefits to their customers.

1 FPL cares about the community and provides
2 good service, and I am grateful that I haven't lost
3 power in the last few hurricanes, and that gives me
4 peace of mind, so thank you, FPL, and I am grateful
5 for all that you do.

6 MR. TRIERWEILER: Thank you.

7 CHAIRMAN LA ROSA: Thank you.

8 MR. TRIERWEILER: Melissa Fiallo.

9 PUBLIC COMMENT

10 MS. FIALLO: Yes, I am here. Good evening,
11 everyone.

12 CHAIRMAN LA ROSA: Hello we are ready when you
13 are.

14 MS. FIALLO: Can you hear me? Oh, okay.
15 Great.

16 CHAIRMAN LA ROSA: Loud and clear.

17 MS. FIALLO: So I have been an FPL customer as
18 well for over 20 years. I understand that no one
19 is thrilled to see their bill go up, but I also
20 believe in paying for quality service, and that's
21 exactly what FPL delivers. Their power is reliable
22 when storm -- responsive and organized. And that
23 kind of performance doesn't just happen. It's the
24 result of long-term investment and planning.

25 I am here today to support the proposed rate

1 increase because I believe it's a responsible step
2 forward. FPL has been more than transparent about
3 why it's needed, and I appreciate that as a
4 customer. Costs are rising everywhere, but not
5 every company shows you the value behind of
6 increase. With FPL I see the improvements from
7 stronger infrastructure and better storm
8 preparation.

9 I feel like we often take reliable power for
10 granted, but as a Floridan, I know how important it
11 is to have a grid that can withstand hurricanes and
12 recover quickly. FPL has earned my trust as a
13 customer, and I believe the rate adjustment is
14 about maybe making sure they can continue to
15 deliver dependable service thinking forward
16 service, not just today but for the long run.

17 Thank you for your time.

18 CHAIRMAN LA ROSA: Great. Thank you.

19 So that concludes the list of signed up
20 speakers. I will just ask, is there anybody on the
21 line that you feel maybe we missed over your name?

22 MS. MASSARI: Yeah.

23 CHAIRMAN LA ROSA: Sure. Do you mind
24 identifying yourself?

25 MS. MASSARI: Yes, I am here. Yes, my name is

1 Marilyn Marssari.

2 CHAIRMAN LA ROSA: Okay. Hold on one second.

3 Let me just double check.

4 MS. MASSARI: I was number 41.

5 CHAIRMAN LA ROSA: Perfect. Madam, you are
6 recognized. We are ready for your comments when
7 you are ready.

8 PUBLIC COMMENT

9 MS. MASSARI: I appreciate that. Like I say,
10 my name is Marilyn Massari, and I am a resident of
11 Brevard County. I have been a Florida Power &
12 Light customer for over 25 years, and I have been
13 working closely with them for close to nine years
14 and throughout different counties due to my line of
15 work in residential construction.

16 FPL has consistently provided reliable service
17 and strong restoration. The most important is the
18 resilience of response, which is amazing. I am
19 very appreciative of them as a customer, and also
20 as a business partner. They go above and beyond.

21 Their teams are very resourceful, professional
22 and very helpful. Their new communication system
23 is very, very good, and it is great to be able to
24 have updates of the process and the progress, and
25 also the ETA for restorations.

1 Also, very good -- another strength that they
2 have done to the website, they are very, very
3 helpful as well. They are definitely -- business
4 certainly adds value to us in many ways.

5 CHAIRMAN LA ROSA: Thank you.

6 MS. MASSARI: Okay. Thank you. You guys have
7 a wonderful night. Thank you for everything.

8 CHAIRMAN LA ROSA: You as well.

9 Is there anybody else on the line that we may
10 have skipped over or hadn't had a chance to speak?

11 UNIDENDIFIED SPEAKER: I don't think that I
12 was called for.

13 CHAIRMAN LA ROSA: My records indicate that
14 you were, so you are --

15 UNIDENDIFIED SPEAKER: Okay. Sorry. Thank
16 you.

17 CHAIRMAN LA ROSA: No, no worries. Is there
18 anybody else on the line that hasn't had a chance
19 to speak? Going once. Going twice. Okay.
20 Excellent.

21 Well, thank you all, if you are still on the
22 line, and certainly the folks that are here in the
23 room with us, very much appreciative of us getting
24 through and everyone being very respectful of each
25 other. Of course, any time you do it on-line, you

1 can't see each other, but it was as seamless as it
2 could have been, so thank you all. Hopefully this
3 was helpful. I know we had folks from literally
4 across the state, from every corner chiming in
5 today. And again, we will continue to have
6 additional service hearings tomorrow, virtual
7 service hearings tomorrow.

8 Commissioners, if there is no further business
9 before us, I can go ahead and maybe call this
10 meeting adjourned and we will see you guys all real
11 soon.

12 Thank you all.

13 (Proceedings concluded.)

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1 CERTIFICATE OF REPORTER

2 STATE OF FLORIDA)
3 COUNTY OF LEON)
45 I, DEBRA KRICK, Court Reporter, do hereby
6 certify that the foregoing proceeding was heard at the
7 time and place herein stated.8 IT IS FURTHER CERTIFIED that I
9 stenographically reported the said proceedings; that the
10 same has been transcribed under my direct supervision;
11 and that this transcript constitutes a true
12 transcription of my notes of said proceedings.13 I FURTHER CERTIFY that I am not a relative,
14 employee, attorney or counsel of any of the parties, nor
15 am I a relative or employee of any of the parties'
16 attorney or counsel connected with the action, nor am I
17 financially interested in the action.18 DATED this 8th day of July, 2025.
19
20
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23 DEBRA R. KRICK
24 NOTARY PUBLIC
25 COMMISSION #HH575054
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