

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

In re:

DOCKET NO. 20250011-EI

Petition for rate increase by
Florida Power & Light Company.

_____ /

PROCEEDINGS: SERVICE HEARING

COMMISSIONERS
PARTICIPATING:

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

DATE: Wednesday, June 4, 2025

TIME: Commenced: 10:00 a.m.
Concluded: 11:55 a.m.

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

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

PREMIER REPORTING
TALLAHASSEE, FLORIDA
(850) 894-0828

1 APPEARANCES:

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

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

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

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

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

2 CHAIRMAN LA ROSA: Well, good morning,
3 everybody. Thank you all for jumping in on-line,
4 or calling in. Today is June 4th, 2025, and this
5 is the Florida Public Service Commission Customer
6 Hearing. Again, thank you all for coming with us
7 and joining us this morning. This is part of the
8 review of the Florida Power & Light's company for a
9 rate adjustment.

10 Today's service hearing is an important part
11 of the process and is dedicated to hearing from
12 you, the customer.

13 My name is Mike La Rosa. It is a privilege to
14 serve as the Chair of the Florida Public Service
15 Commission. With me are my fellow Commissioners.
16 I am going to give them a few seconds to introduce
17 themselves.

18 Let's start with Commissioner Clark.

19 COMMISSIONER CLARK: Thank you, Mr. Chairman.

20 Gary Clark. I would like to say welcome to
21 all the customers who are joining us today on-line.
22 We look forward to hearing your testimony, and
23 thank you for taking time out of your schedule to
24 be a part of this today.

25 COMMISSIONER PASSIDOMO SMITH: Thank you,

1 everyone. My name is Gabriella Passidomo Smith,
2 another one of your five Commissioners. Just want
3 to thank you all for taking the time to call in.

4 I will give my usual plug that if any of your
5 friends or family were not able to call in this
6 morning, or attend any of our service hearings,
7 that the opportunity to interact with us and tell
8 us about your service from FPL is not missed. You
9 can absolutely write in to us and to the Commission
10 Clerk and send those to our offices, and we review
11 those letters just as if you were calling in this
12 morning. So please know that you still have an
13 opportunity to be heard.

14 Thank you.

15 COMMISSIONER FAY: Thank you, Mr. Chairman.

16 Commissioner Andrew Fay. I will reiterate
17 what my colleagues said. I appreciate everyone
18 taking the time to be on this call this morning.
19 It looks like we have a lot of speakers, so I will
20 cut my time short and throw it back to you, Mr.
21 Chairman.

22 Thank you.

23 CHAIRMAN LA ROSA: Awesome.

24 And Commissioner Graham is also on the line
25 with us today. So we are all here listening

1 intently to your comments, and we are very
2 appreciative.

3 Let's go ahead and get us kicked off. Staff,
4 will you please read the notice?

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

10 CHAIRMAN LA ROSA: Great. And before we take
11 appearances, just a quick reminder. Hopefully we
12 don't have to say this too many times, but if you
13 can mute yourself while you are waiting, and also
14 further instructions as we move along here a little
15 bit, and we are going to take care of housekeeping
16 items as far as appearances and so forth, but if
17 you don't mind please muting yourself so everyone
18 can clearly hear what is being said in the room.

19 Let's go ahead and start with appearances,
20 start with Florida Power & Light.

21 MR. BADDERS: Good morning, Commissioners.
22 Russell Badders on behalf of Florida Power & Light.
23 I would also like to enter an appearance for our
24 General Counsel, John Burnett.

25 CHAIRMAN LA ROSA: Thank you.

1 Office of Public Counsel.

2 MR. TRIERWEILER: Walt Trierweiler, Public
3 Counsel for the state of Florida. I would like to
4 offer an appearance for Ali Wessling and Austin
5 Watrous.

6 CHAIRMAN LA ROSA: Terrific.

7 LULAC/Florida Rising.

8 MR. MARSHALL: Good morning. Bradley Marshall
9 on behalf of Florida Rising, the League of United
10 Latin American Citizens of Florida, better known as
11 LULAC, and the Environmental Confederation of
12 Southwest Florida, better known as ECOSWF.

13 Thank you.

14 CHAIRMAN LA ROSA: Thank you, counsel.

15 And, again, thank you for participating today
16 and sharing your customer experience and the
17 quality of service that you receive from FPL.

18 In August, there will be a more technical
19 hearing. We encourage you to watch the hearing
20 through our website, and it will give you a better
21 understanding of how we analyze and how we ask
22 questions and make decisions at the Florida Public
23 Service Commission.

24 If you don't mind please muting your phone.
25 We are getting a lot of feedback here within the

1 room. Thank you.

2 UNIDENDIFIED SPEAKER: We can hear you still.

3 CHAIRMAN LA ROSA: In addition to sharing your
4 comments here today, you can also provide written
5 comments, either via mail or via email, as
6 Commissioner Smith has mentioned. There is a rate
7 case overview. The information is available on our
8 website that provides instructions on how to input
9 additional information if you, for some reason, got
10 cut off today, or didn't have enough time to fully
11 explain your comments, please provide those, and we
12 review those just as if you were speaking before us
13 in person. So please encourage you to do that if
14 you feel it's necessary.

15 If you have any specific billing issues, FPL
16 is here to be able to answer questions. Just
17 indicate that as you provide comments and the same
18 with the Commission process. If you have any
19 questions about how we analyze the rate case
20 process, please feel free to chime in, and
21 Commission staff will be able to answer your
22 questions, or maybe talk off-line if it's
23 necessary.

24 We are going to go ahead and have opening
25 statements here from the parties. I would like to

1 just recognize the parties for a three-minute
2 opening statement to state their position.

3 We will start with FPL.

4 MR. BADDERS: Thank you. Armando Pimentel,
5 President and CEO of FPL, will provide our opening
6 remarks.

7 CHAIRMAN LA ROSA: Terrific.

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

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

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

1 ago, when adjusted for inflation. This is the
2 result of smart investments and a culture of
3 continuous improvement, our team works relentlessly
4 to improve our service every day.

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

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

18 It's been four years since our last rate
19 request. Florida is growing fast. Meeting
20 Florida's growing demand for power, making our grid
21 more resilient to severe weather and delivering the
22 outstanding service our customers expect will
23 require significant new investment.

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

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

10 At FPL, customers always come first. We have
11 let customers know about these service hearings so
12 that they can share their experiences with our
13 company. We want to hear about what we do well,
14 and more importantly, we want to hear about areas
15 where we can improve. So thank you for
16 participating, and thank you for the opportunity to
17 serve you.

18 CHAIRMAN LA ROSA: Great. Thank you.

19 Office of Public Counsel.

20 MR. TRIERWEILER: Thank you for the
21 opportunity to speak on behalf of Florida's
22 customers. Chairman, Commissioners, my name is
23 Walt Trierweiler, and I am the Public Counsel for
24 the state of Florida. My office, the Office of
25 Public Counsel, also known as OPC, was created 51

1 years ago by the Florida Legislature to give
2 customers an effective voice in these proceedings.

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

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

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

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

9 I invite you to share the details of your
10 experiences as a customer of FPL, and to share the
11 personal impacts FPL's proposed rate increases will
12 have upon you, your family, your friends, your
13 business and your employees. Do be mindful of time
14 so that your neighbors here may also have time to
15 speak.

16 Thank you again for take the time to
17 participate in today's customer hearing. We look
18 forward to hearing from you.

19 CHAIRMAN LA ROSA: Great. Thank you.

20 LULAC.

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

22 Florida Rising, LULAC and ECOSWF are
23 associations of mostly residential customers, and
24 are in this case because many of their members
25 cannot afford FPL's \$9.8 billion requested rate

1 hike. Too many Floridians are already unable to
2 afford their electric bills, especially since FPL's
3 last rate increase in 2021. Access to affordable
4 electricity GPS more and more crucial every year as
5 climate change continues to drive Florida's already
6 brutal summer temperatures ever higher.

7 For 2023, the latest year for which we have
8 complete data, FPL's actual residential bills were
9 \$170 a month, \$36 higher than the national average
10 monthly bill. That made FPL the tenth highest bill
11 in the country among large investor-owned electric
12 utilities.

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

22 We agree with the Office of Public Counsel
23 that FPL has not shown any need for the requested
24 increase, and believe that this case is not about
25 need, but about increasing profits.

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

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

23 With that, thank you, Mr. Chairman, and thank
24 you all for participating today. We look forward
25 to your testimony.

1 CHAIRMAN LA ROSA: Great. Thank you.

2 All right. We will now move to the customer
3 hearing portion of today's meeting. Customers,
4 your comments will become part of the official
5 record, as was stated, therefore, they could be
6 subject to cross-examination, meaning that you may
7 be asked questions by either us as Commissioners or
8 one of the parties. That's not intended to
9 intimidate by any means. That's intended to just
10 better understand or clarify any comments that are
11 made.

12 Please make sure to be respectful of your
13 neighbors. I am going to limit comments to two
14 minutes. We have got over 70 some odd folks that
15 have signed up, so we have certainly got a lengthy
16 list before us this morning.

17 As your time expires, there will be a noise,
18 or a ring. Michaela, do you mind offering that to
19 see what that sounds like? Perfect. Sounds very
20 nice and gentle, but yet a warning that is intended
21 to heed. So when you hear that noise, please wrap
22 up your comments, and, again, just we can make sure
23 we have enough time for all of our folks that have
24 logged on today.

25 Public Counsel will be assisting me in calling

1 out names. Mr. Trierweiler will go ahead and call
2 out two or three names at a time. So if you hear
3 your name, please be ready to speak. And if you
4 hear your name second or third, just be ready to be
5 on deck to provide comments after you are
6 identified.

7 So I think we are ready to go and get started.
8 Let's go ahead and start with the first name. In
9 fact, the first name is Mayor Davis of Live Oak.

10 Mayor Davis, are you on the line? Mayor
11 Davis, are you on the line?

12 Not hearing Mayor Davis, Walt, we can go ahead
13 and jump into the next group of names, I will just
14 say, if you have not opinion sworn in, I see two or
15 three folks on the list here, I will jump in before
16 you start your remarks and just swear you in. But
17 for the most part, most everyone has been sworn in
18 on the list.

19 Now, Walt, I promise the third time it is now
20 going into your hands. Go ahead and start us off.

21 MR. TRIERWEILER: Thanks, Chairman.

22 And I would like to remind everyone if you are
23 being respectful by having your phone on mute and
24 you struggle with getting it unmuted before we
25 move on to another name, if you will just stay on

1 the line, we will go ahead and have an opportunity
2 to catch you at the end of the hearing. We don't
3 want to lose your testimony, so just hold fast if
4 you can't get unmuted in time and we will catch you
5 at the end.

6 All right. We are going to hear from Bradley
7 Shofstall, and then will be followed by Mark
8 Bachara and Bruce Carpenter.

9 Bradley Shofstall.

10 PUBLIC COMMENT

11 MR. SHOFSTALL: Good morning.

12 MR. TRIERWEILER: Good morning.

13 MR. SHOFSTALL: Good morning, Commissioners,
14 and thank you for allowing me -- can you hear me?

15 CHAIRMAN LA ROSA: Loud and clear.

16 MR. SHOFSTALL: Okay. Perfect.

17 Well, thank you for the opportunity to speak
18 today in front of the Commissioners and the council
19 to provide my support for the FPL service that I
20 currently receive.

21 As a longtime Florida resident my whole life,
22 you know, FPL has continually been there for when
23 we needed it. You know, I think it's important to
24 not -- to understand that we don't take for granted
25 the little bit of outages we have ever really had,

1 and I can speak for myself out here in the West
2 Boynton Beach area. Do I need to provide my
3 address for the record?

4 MR. TRIERWEILER: No.

5 CHAIRMAN LA ROSA: No, we have it here.

6 MR. SHOFSTALL: Well, okay. I gotcha. Okay.

7 So in West Boynton Beach, we have been in the
8 community 15 years and never have had an outage
9 that I can't even imagine been more than minutes.
10 So that the reliability is extremely important,
11 especially in an extremely hot state like Florida
12 and the need for air conditioning and all the other
13 electronical -- electrical units we have running
14 constantly in our lives.

15 But what's also important and being in the
16 customer service business as well, any time you do
17 have issues, they are handled if you need to make a
18 call to customer service, which I have done a
19 couple of times. Any issues the billing, which are
20 few and far between have been taken care of. And
21 the application is really an incredible piece of
22 information to allow us to stay informed when there
23 are potential outages or things going on.

24 From what I understand, the rate increase on a
25 typical household like mine would be less than a

1 quarter a day, which for what we are provided with
2 our electrical here in Florida, and the importance
3 of it, it's, to me, minimal. And most people don't
4 hesitate if their grocery bills go up a quarter a
5 day, or their coffee, or their lunch that they go
6 out for. So for such an important thing, I think
7 the -- what we are getting and what we are
8 receiving is well deserved.

9 So that's all I have to say.

10 MR. TRIERWEILER: Thank you.

11 Next we will hear from Mark Bachara.

12 PUBLIC COMMENT

13 MR. BACHARA: Good morning, my name is Mark
14 Bachara. Thank you, Chairman and distinguished
15 Commissioners. I appreciate the opportunity to
16 speak today. I will keep short and sweet.

17 Although I don't reside in FPL service area, I
18 work in a company who has -- we have several
19 locations that are serviced by FPL, especially in
20 St. Johns County. Rarely do we experience any
21 outages or lapses in services. The few cases we
22 have had, FPL responded quickly and effectively to
23 resolve the issue.

24 Having said that, nobody wants to see an
25 increase in their utility bill, but -- in

1 consideration of the quality of service we receive
2 from FPL and that their rates are still below the
3 national average.

4 Thank you for your time.

5 MR. TRIERWEILER: Thank you.

6 Bruce Carpenter.

7 CHAIRMAN LA ROSA: Bruce Carpenter, are you on
8 the line?

9 Not hearing Bruce Carpenter, I do believe
10 Mayor Davis, from Live Oak, was able to join us.

11 Mayor Davis, are you there?

12 MAYOR DAVIS: Yes, I am. Thank you.

13 CHAIRMAN LA ROSA: Excellent, you are
14 recognized, sir.

15 PUBLIC COMMENT

16 MAYOR DAVIS: Good morning. I am Frank Davis,
17 the Mayor of Live Oak.

18 Florida Power & Light is our primary electric
19 utility provider, and I am personally served by
20 FPL. I would like to speak to the quality of
21 service of FPL, and especially in light of the fact
22 that we have had three hurricanes come through Live
23 Oak in 13 months. Idalia we had in August '23 --
24 August '24, and Helene in September of '24.

25 In each one of these events, FPL had

1 representatives on the ground at our EOC before,
2 during and after the storms. Their recovery
3 efforts were, in my opinion, impressive and
4 outstanding. I personally called their
5 representatives throughout the recovery. They were
6 courteous, professional and extremely helpful in
7 assisting each and every constituent who had a
8 need. Each -- power quick considering the
9 extensive damages we incurred. In fact, in most
10 cases, we had power restored within hours.

11 I also want to say that FPL President, Armando
12 Pimentel, assisted our EOC with local officials
13 impact -- on two different storms. The level of
14 concern and commitment that FPL has for our
15 community.

16 Thank you for the opportunity to make this
17 statement on the quality of service of FPL, and I
18 make no comment of the rate increase of which I
19 defer to the Commission.

20 Thank you very much.

21 CHAIRMAN LA ROSA: Thank you.

22 MR. TRIERWEILER: Thank you.

23 Bruce Carpenter, last chance before we move
24 on. All right. We are moving on.

25 We will next hear from Les Pantin, followed by

1 Robert Conrad and Keith Koenig.

2 Les Pantin, please.

3 PUBLIC COMMENT

4 MR. PANTIN: Hey. Good morning. My name is
5 Les Pantin. I am a longtime resident of Coconut
6 Grove and Coral Gables, two areas with a lush tree
7 canopy. I have always been very impressed with
8 Florida Power & Light's ability to come in, trim
9 the trees that they don't own in preparation for
10 possible storms.

11 I have been an FPL customer for the past 15
12 years, and I have always felt that their response
13 times and ability to respond to even intermittent
14 outages that are few and far between are very
15 impressive, and I support this rate increase.

16 MR. MARSHALL: Mr. Chairman?

17 CHAIRMAN LA ROSA: Yes. Mr. Pantin, we got a
18 quick question for you.

19 You are recognized.

20 MR. MARSHALL: Mr. Pantin, are you associated
21 with the Underline Project?

22 MR. PANTIN: Yes.

23 MR. MARSHALL: And that project receives
24 funding from FPL, right?

25 MR. PANTIN: I am a -- same time a pro bono

1 government relations -- I provide government
2 relations expertise on a pro bono basis. I don't
3 have any sort of formal board position or anything
4 there.

5 MR. MARSHALL: I understand, but that project
6 does get FPL funding, is that right?

7 MR. PANTIN: Yes.

8 MR. MARSHALL: Great. Thank you.

9 MR. TRIERWEILER: Robert Conrad, please.
10 Robert Conrad, are you on the line?

11 All right. We are moving on to Keith Koenig.
12 Keith.

13 Okay. Moving on to Madison Youngblood,
14 followed by Robert Spatz and Orville Dothage.
15 Madison, you are on.

16 Moving on to Robert Spatz.

17 CHAIRMAN LA ROSA: Robert Spatz. Mr. Spatz,
18 are you on the line?

19 MR. TRIERWEILER: All right. That's curious.
20 We have got four in a row. If you have lost
21 connection, go ahead and reconnect and we will
22 catch you at the end of the hearing.

23 Moving on to Orville Dothage, please.

24 Moving on, Tessa Mock, followed by Lori
25 Brandel.

1 CHAIRMAN LA ROSA: Tessa Mock. Is Tessa Mock
2 on the line?

3 PUBLIC COMMENT

4 MS. MOCK: Good morning. This is Tessa Mock.
5 Can you hear me?

6 CHAIRMAN LA ROSA: Excellent. Yes, we can
7 hear you loud and clear. Madam, you are recognized
8 when you are ready.

9 MS. MOCK: Okay. Thank you for taking the --
10 thank you for taking the time to listen to my
11 testimony this morning.

12 I am a Florida resident for 11 years, and also
13 have been an FPL customer for that entire 11 years.
14 I have been especially pleased with the service
15 that FPL has provided for the entire 11 years. I
16 have, of course, experienced a few power outages,
17 but they have always been quick to respond. By the
18 time I can even call in, or send an email saying
19 that I was out of service, they had already sent me
20 and contacted me saying they are on it. Their
21 response time is very quick, as a resident who
22 appreciates.

23 Especially during hurricanes, you know, we --
24 as people have said previously, we have been hit by
25 hurricanes, quite a few in the past recent years,

1 and they have been quick. I think I have been out
2 of service just shy of 24 hours. That's the
3 longest I have been out of power during those
4 hurricane situations and they are in constant
5 contact and they are -- the customer service that
6 they provide is always topnotch. I have never met
7 a rude FPL customer service representative.

8 I do understand that, you know, as a resident
9 and a business operator, I never want to see rates
10 increase, just on -- level, I do understand that as
11 a business that cost sometimes needs to be passed
12 on to the customers, so I appreciate being heard
13 and I just -- I am very pleased with FPL.

14 MR. TRIERWEILER: Thank you.

15 CHAIRMAN LA ROSA: Thank you.

16 MR. TRIERWEILER: Lori Thompson Brandel,
17 please. Lori Brandel?

18 Moving on, Paul Schwend, followed by Patricia
19 Evans and Lake -- I am sorry, Luke Henderson.

20 Paul Schwend.

21 MR. KOENIG: Could I just ask if Keith
22 Koenig's name was called already? I had a little
23 challenge getting into this.

24 MR. TRIERWEILER: Sure. Go ahead, Keith.

25 PUBLIC COMMENT

1 MR. KOENIG: Okay, good. Thanks.

2 I just wanted to speak on behalf of FPL. I
3 know the people that run FPL, and I have nothing
4 but total respect for what they have done. They
5 have earned my trust and business person. We spent
6 a lot of money with FPL at all the stores, and I
7 believe I have seen the investments that they have
8 made in infrastructure, the investments that they
9 have made in reliability and keeping our bills low,
10 so I trust them when they say they need this to get
11 the best possible -- the best possible power source
12 for our country, for our city, for our market.

13 I also add one thing, that we have been able
14 to mitigate our electric bills dramatically through
15 intelligent use of energy saving devices, from LED
16 lights all the way to high energy efficiency air
17 conditioning.

18 So I just wanted to share that I support FPL
19 and anything that they ask for. I think they have
20 earned my trust.

21 MR. TRIERWEILER: Thank you.

22 CHAIRMAN LA ROSA: Thank you.

23 MR. TRIERWEILER: Let's hear from Paul Schwend
24 next, please.

25 PUBLIC COMMENT

1 MR. SCHWEND: Okay. Good morning. My name is
2 Paul Schwend. I am a lifelong resident of
3 Callahan, Florida. My family has had a local
4 insurance agency that's been in business 60 years.
5 My home and my business is in Callahan. We have
6 always had FPL as our electric utility. I have
7 five accounts with FPL.

8 As an insurance agent and a consumer, I
9 appreciate the reliability of FPL after a hurricane
10 or windstorm. We have a local cooperative electric
11 company that serves the rural parts of our county,
12 and after a storm, the reconnect from FPL is
13 stellar. They give realistic timelines on
14 reconnection. The cooperative folks, they are fine
15 local folks, but don't have the capacity of FPL for
16 reconnects, and those co-op clients are weeks
17 behind the performance of FPL line crews.

18 I appreciate that FPL has always had a local
19 presence. They have always had a local facility,
20 local residents that live here and work at FPL, and
21 they also always support our local events.

22 The economy has affected every part of our
23 lives, I want my electric utility to continue to
24 have the resources to keep up the services we have
25 enjoyed.

1 I yield to Chairman La Rosa.

2 CHAIRMAN LA ROSA: Great. Well, thank you.

3 MR. TRIERWEILER: Patricia Evans, you are up
4 next.

5 PUBLIC COMMENT

6 MS. EVANS: Good morning. I live in Starke,
7 Florida, and I am speaking today as a community
8 member, business leader and advocate for economic
9 development, but most relevantly as an FPL customer
10 of 13 years.

11 I am speaking in support of Florida Power &
12 Light. The service they provide to our region and
13 the price increase needed to keep that service and
14 their response is timely and efficient. None of us
15 like having to pay a monthly utility bill. I don't
16 want to give up the comforts and security that
17 reliable power provides us.

18 I have lived in other areas and power provided
19 by other companies, and I was quite surprised after
20 moving here when our bills came in significantly
21 lower despite having a larger house with added
22 amenities.

23 In addition, in my line of work, I see clients
24 many walks of life, and despite rising costs in
25 nearly every sector that's affecting our businesses

1 and homeowners alike, from what I have seen, FPL's
2 rates have remained among the lowest, and even
3 though my bill -- with the proposed increase, I
4 feel our service is quite affordable. That
5 affordability paired with high service reliability
6 means that customers like myself are receiving
7 value for our hard earned dollars.

8 I feel one of the most important aspects of
9 any utility is reliability. FPL consistently
10 delivers me that. They have proactively sent crews
11 to our neighborhood to trim trees that could
12 potential cause issues in bad weather. And whether
13 it's responding to outages or upgrading the grid,
14 from what I have seen, FPL has demonstrated a clear
15 commitment to keeping our power on and restoring
16 quickly when needed.

17 In this state, where storms are a part life,
18 not just as a resident but also as a business
19 leader, that kind of preparedness isn't just
20 appreciated, it's essential. In my experience,
21 while my family has had outages in our residence in
22 recent years, when needed, power restoration has
23 been remarkably fast with clear communication
24 throughout the process.

25 And those that know me know that I am

1 community -- and I am extremely dedicated to the
2 communities that I live and work in. FPL's
3 community engagement should also be recognized. I
4 have firsthand seen them making donations and
5 sponsorships with both money and equity that
6 directly -- our organizations, especially our
7 colleges. They have supported education programs,
8 economic development and job creation efforts, as
9 well as -- projects.

10 So in closing, I do feel that FPL is
11 delivering strong, consistent, reliable and
12 forward-thinking service to my family and others.
13 As a customer and advocate for reliable
14 infrastructure, especially in our rural
15 communities, I support their continued efforts, and
16 thank y'all for allowing me to speak today.

17 MR. TRIERWEILER: Thank you.

18 MR. MARSHALL: Mr. Chair?

19 CHAIRMAN LA ROSA: Yeah, Ms. Evans, do you
20 mind a quick question?

21 MR. MARSHALL: Ms. Evans, are you associated
22 with the Clay County Chamber of Commerce?

23 MS. EVANS: I am. I am our current Board
24 Chair.

25 MR. MARSHALL: Okay. And FPL pays dues to

1 that chamber, correct?

2 MS. EVANS: They do.

3 MR. MARSHALL: Great. Thank you.

4 MR. TRIERWEILER: Next we would like to hear
5 from Luke Henderson, please.

6 PUBLIC COMMENT

7 MR. HENDERSON: Good morning. My name is Luke
8 Henderson. I am a full-time resident of Gulf
9 Breeze, Florida, and general counsel for a
10 residential land development company here in
11 Pensacola, Florida.

12 I am here to express my support for the
13 Florida Power & Light rate increase presently
14 pending before the body. My support is based upon
15 my experience in -- constructing and platting
16 residential subdivisions, and also my observations
17 in dealing with Florida Power & Light across the
18 state, and also my experience in dealing with other
19 utilities across other states.

20 Concisely put, I believe this body should
21 improve the rate increase for the following
22 reasons:

23 The professionalism associated with FPL is
24 remarkable. Whether you are engaging with them in
25 a social setting, or whether or not you are

1 engaging with them at a residential subdivision
2 creation level, the attitude of the employees is
3 remarkable, always a can-do attitude. How can we
4 make this work? They are available when you need
5 to help solve problems.

6 Whenever you have that kind of direct
7 engagement within a major organization of this type
8 that is so critical, solutions can happen. And
9 essentially, I mean my support comes down to they
10 have been very professional. As a result, I can
11 see the struggle that are going to present this in
12 the future, and I accept the need for a rate
13 increase to achieve a high level of service.

14 In short, you know, I acknowledge -- I foresee
15 this -- high levels of service and I have every
16 confidence that FPL continues to the good --
17 critical resource.

18 MR. TRIERWEILER: Thank you.

19 Thomas Tulloch.

20 PUBLIC COMMENT

21 MR. TULLOCH: Good morning. My name is Thomas
22 Tulloch. I live in Boca Raton, Florida. My
23 relationship with FPL goes back 40 years, when I
24 came to work for a large health care system in
25 south Florida. My first experience was in the

1 middle of a very intricate procedure, the power
2 went off and the doctor was very concerned about
3 the safety of the patient. Administration directed
4 us immediately to put -- from FPL and direct an
5 action plan to help us keep our power on and not
6 have to rely on simply our generators.

7 Over a period of several months, we put our
8 feeders on separate new substations and gave us
9 better power, which reduced our bills, and took us
10 off the shopping center load that was difficult
11 when they all powered up.

12 Another example, we built a new hospital in
13 Homestead, which is not a primary service area of
14 FPL. FPL has provided a backup service for us in
15 the event that the utility power fails.

16 During Hurricane Andrew, we were running out
17 of fuel and our generator -- FPL delivered 6,000
18 gallons of fuel to keep me running, keep the power
19 on and take care of the community. They restored
20 our power to alternate substations by Thursday,
21 which gave us time to take care of the generators
22 and maintain them.

23 We also experienced another service excellence
24 of FPL in Marathon. Two years ago a hurricane came
25 through, wiped out the hospital. We put in a

1 short-term temporary emergency facility. We were
2 ready to turn the power on but we had to get
3 approved by the Agency for Health Care
4 Administration. That required that we have 72
5 hours of fuel on-site to keep the generators
6 running.

7 Well, after the event of a hurricane, we
8 couldn't find one gallon of diesel fuel anywhere
9 within the peninsula. FPL delivered five gallons
10 of fuel to me, and we were ready to put our tanks
11 on and received AHCA approval.

12 FPL constantly helps us keep our utility bills
13 low by doing energy -- and efficiently running our
14 facility. I want to make sure we have available
15 power --

16 CHAIRMAN LA ROSA: You can go ahead and finish
17 your thoughts, sir.

18 MR. TULLOCH: Okay. Fortunately Florida Power
19 & Light, Florida provides the next 100 years of
20 services as well as the last 100 years --
21 sustainability by the solar farms recently -- I
22 have no reservations about their product and the
23 services that they provide to us. Thank you.

24 CHAIRMAN LA ROSA: Mr. Tulloch, quick question
25 in the room.

1 LULAC.

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

3 Does FPL financially support the health care
4 foundation for -- that's associated with your
5 health care association that you spoke of?

6 MR. TULLOCH: I have no idea. I retired. I
7 have been retired for five years, and I -- based
8 upon my working relationship historically with FPL,
9 I volunteered to participate.

10 MR. MARSHALL: Great. Thank you.

11 CHAIRMAN LA ROSA: Thanks.

12 MR. TULLOCH: Thank you.

13 MR. TRIERWEILER: We will hear next from
14 William Wilson, followed by Colleen Gardener and
15 Diana Manozca.

16 William Wilson. William Wilson, if you are on
17 the line, you can go ahead and provide your
18 testimony.

19 Moving on, Colleen Gardner, please.

20 PUBLIC COMMENT

21 MS. GARDNER: Good morning. This is Colleen,
22 and I wanted to just make a few remarks.

23 I am one of the six million customers that
24 Florida Power & Light serves. I have to tell you,
25 I still like a valued individual, and as said

1 before, I have total trust in them. They provide
2 what I consider an essential service to
3 individuals, communities, county and the state, and
4 yet I am treated like I am the Governor. Developed
5 great relationships with other utilities, and they
6 have readily garnered their support from these
7 utilities during emergency events, such as
8 hurricanes.

9 I won't go into great detail, but I have to
10 support the great reliability, few outages, no long
11 duration outages, the staffing they provide during
12 emergencies, the fact that we know how to contact
13 them, how quick they are communicating any outage
14 and what they what the estimated restoration time
15 is, how to reach them at any moment in time.

16 When our community is looking to put in new
17 streetlights, they were incredibly helpful and
18 responsive. They looked at our budget and what we
19 could really work with and how we could save money
20 with our streetlights going to LED.

21 I feel like they are continuously telling me
22 how I can save on my bill, and what energy savings
23 solutions are available. I am incredibly impressed
24 by the construction project that they have under
25 way, and how they consistently work to upgrade

1 services. The amount of growth in Florida is
2 amazing, and they are keeping up with it in the new
3 infrastructure as well as maintaining their old.

4 I find that, as a member of an HOA, they have
5 been very responsive to us. And here in the
6 Boynton area, they do integrate and readily
7 communicate in what we call our Communities of
8 Boynton West. And they are a group of 100
9 communities that meet once a month, and we have
10 constant communication through those sources to
11 keep us informed. They make themselves readily
12 available to come to a meeting if they are
13 requested.

14 I must say that as a 70 snowbird and a 16-year
15 member of the Florida Power service community, that
16 they are very, very great about treating me the way
17 they would treat a full-time customer. Now, my
18 services are run year-round, but you clearly see
19 from my bill that I am not there all the time. And
20 I feel like they treat me exactly like any other
21 customer. The service for me is incredibly
22 important where I am not there and I rely on them
23 to keep it running so that my AC and other services
24 within my house, including the lawn -- stay on.

25 I realize that nobody likes any cost

1 increases. They are very difficult for people, but
2 you also get what you pay for, and I get really
3 good value for my money from them for what I
4 consider an essential service.

5 We get increases consistently in our
6 groceries, in our gas, in the price of a
7 landscaper, and we are never offered the
8 opportunity to give input on that. We simply
9 accept them.

10 As I reflected upon this increase, I thought,
11 one, I am really excited that the advertisement
12 that I see about the increase was up front and
13 forthright. Then there was a notice that we could
14 participate, so I am here to participate, and I
15 want FPL to continue to have the funding that they
16 need to provide the same consistently outstanding
17 service that we get today.

18 Thank you.

19 CHAIRMAN LA ROSA: Great. Thank.

20 MR. TRIERWEILER: Thank you.

21 CHAIRMAN LA ROSA: Thank you.

22 Ms. Gardner, my records show that you were not
23 officially sworn in. Do you swear and affirm that
24 the testimony you provided is the truth?

25 MS. GARDNER: It is.

1 CHAIRMAN LA ROSA: Excellent. Thank you.

2 MS. GARDNER: Thank you.

3 MR. TRIERWEILER: Thank you.

4 Diana Manozca, please.

5 PUBLIC COMMENT

6 MS. MANOZCA: Good morning. My name is Diana
7 Manozca, and I live in Lakeworth, Florida. Thank
8 you for allowing me this opportunity to speak.

9 I have been an FPL customer for just over nine
10 years. FPL asked me if I would speak to the
11 quality of service I receive, and I would like
12 every one to know that I support FPL in their
13 request. FPL has consistently delivered reliable
14 service.

15 My husband and I both work from home confident
16 in FPL's dependability. We have also witnessed
17 FPL's commitment to customers. The street pole in
18 front of our house after Hurricane Ian, while not
19 an immediate safety hazard, we did wait to call FPL
20 knowing people were without power and FPL crews
21 were working to restore power, but once we did
22 call, FPL crews out immediately to replace the
23 street lamp.

24 While rate increases can be unpleasant, they
25 show FPL's commitment to continued investment in

1 the strong infrastructure necessary to support
2 customers with needs and the services we have come
3 to expect.

4 Thank you for your time.

5 MR. TRIERWEILER: Thank you.

6 CHAIRMAN LA ROSA: Thank you.

7 MR. TRIERWEILER: Next up is Carl Cricco, and
8 he will be followed by Cleevens Guerrier and Terry
9 Burstein.

10 Carl Cricco, please. Carl, if you are on the
11 line, it is time to provide your testimony.

12 Moving on to Cleevens Guerrier.

13 PUBLIC COMMENT

14 MR. GUERRIER: Good morning, Commissioners.

15 Good morning, everyone. My name is Cleevens
16 Guerrier, and I am a senior construction manager on
17 Palm Beach Aggregates, and FPL -- we are located in
18 Loxahatchee, south Florida, and we are an FPL
19 customer, and we are here to testify on behalf --
20 about the quality of service they have provided us
21 since my three years --

22 One of the things that makes FPL -- FPL
23 experience good is the fact that as a customer,
24 commercial customer, we have a customer advisor
25 that shows -- to get first project -- by FPL.

1 Overall, the process was good. The time -- to
2 improve upon.

3 The -- stellar. Last year, a big project
4 update one of our -- FPL poles -- three weeks. So
5 that's -- the next big expand -- and FPL --
6 communication and -- rate increase our customer
7 advisor and explain the rate increase that will
8 affect our bill and how -- over a period of time so
9 that our bill does not increase -- just a year.

10 So that is my testimony of FPL services to
11 us -- thank you.

12 MR. TRIERWEILER: Thank you.

13 Terry Burstein.

14 CHAIRMAN LA ROSA: Just a quick reminder, if
15 you happen to be on speakerphone, sometimes it
16 becomes a little bit choppy. So if you get an
17 opportunity, maybe just try to speak directly into
18 your phone, or whatever form of communication you
19 are using, but sometimes a speakerphone can be a
20 little bit choppy here in the room. Sorry to
21 interrupt.

22 Next up is Terry Burstein.

23 MR. TRIERWEILER: Terry Burstein.

24 Moving on, we have next up is Jim Tollerton,
25 followed by Julio Fernandez and Sarah Schmitt.

1 Jim Tollerton?

2 PUBLIC COMMENT

3 MR. TOLLERTON: Thank you. This is Tim
4 Tollerton in Sarasota, Florida. I am a 70-year
5 resident of Florida. That's seven zero. And full
6 exposure, I am shareholder of 100 shares of NextEra
7 Energy stock, and I wished I owned more.

8 I believe Florida Power & Light has done a
9 commendable job of anticipating growth by expanding
10 their sources of energy, and they need to do more
11 in the future. That requires profits and capital
12 to invest in Florida future.

13 I have been a residential customer of Florida
14 Power & Light for over 70 years. It appears to be
15 my residential bill would increase about \$3 to \$5 a
16 month, and I am comfortable with that request.

17 I have also been a commercial customer. I can
18 recall the brownouts of the 1950s when local growth
19 exceeded the company's capacity it provide enough
20 power. Hopefully we can avoid such in the future
21 by granting the company an opportunity to prepare.

22 Recently, Florida Power & Light did a yeoman
23 job helping our community through three 100-year
24 storms that we have experienced on the west coast.
25 And also as a former board member of Sarasota

1 Memorial Hospital, I can tell you that they were a
2 wonderful partner to us in our growth, and continue
3 to be so.

4 Reliable power is the lifeblood and critical
5 to a hospital, as well as a community. Both the
6 explosive population growth of Florida and demands
7 on commercial power, especially the geometric
8 growth from artificial intelligence, call for
9 investments for critical infrastructure to provide
10 reliable power.

11 In the beginning it's price, and in the end
12 it's cost. Not paying the price now will certainly
13 be greater costs down the road. The rate increase
14 is clearly reasonable and prudent.

15 MR. TRIERWEILER: Thank you.

16 MR. TOLLERTON: Thank you.

17 CHAIRMAN LA ROSA: Thank you.

18 Julio Fernandez, please. Next we would like
19 to hear from Julio Fernandez.

20 Moving on, Sarah Schmitt, please. Sarah
21 Schmitt.

22 Moving on -- Sarah is that you? If not, if
23 everyone would please mute their phones until they
24 are called.

25 Next we are going to hear from Christine Wood,

1 followed by Leslie Tibbetts and Carol Chouinard.
2 Christine Wood.

3 Moving on, Leslie Tibbetts, please.

4 PUBLIC COMMENT

5 MS. TIBBETTS: Good morning.

6 MR. TRIERWEILER: Good morning.

7 MS. TIBBETTS: Good morning, Commissioners.
8 Thank you for the opportunity to speak.

9 I have been a 25-year resident of Brevard
10 County. In the early 2000s, my family used to
11 evacuate under almost any storm threat because my
12 husband had to have continuous access to technology
13 for his work. So we would pack up and leave and
14 plan to be gone for a week whenever there was a
15 storm in the forecast.

16 As the years have gone by, we have evacuated
17 fewer times, experienced little or no outage, and
18 the average period of time without power has just
19 overall decreased considerably over time, so we
20 don't have to automatically evacuate anymore, and I
21 am no longer concerned over the length of time
22 without service.

23 I am very comfortable relying on the
24 dependability of FPL and acknowledge the need for
25 periodic rate increases.

1 Thank you.

2 MR. TRIERWEILER: Thank you.

3 Next up is Carol Chouinard.

4 PUBLIC COMMENT

5 MS. CHOUINARD: Hi, my name is Carol
6 Chouinard, and I am an FPL customer and an AARP
7 member.

8 I am here today to express my concerns
9 regarding the proposed rate increase by FPL. Many
10 seniors like me currently juggle the rising cost of
11 medicine, food and health, and FPL's request is
12 based on corporate greed, especially with a return
13 on equity of 11.9 percent, which is over the
14 national average. That's pure profit.

15 I urge the Commission to thoroughly scrutinize
16 this request and consider the impacts on seniors
17 like me and other customers, and ensure that the
18 rate increase is fair and reasonable.

19 Thank you.

20 MR. TRIERWEILER: Thank you.

21 Next up is Ben Rigney, followed by William
22 Tokajer and Mel Thomas.

23 Ben Rigney, please.

24 PUBLIC COMMENT

25 MR. RIGNEY: Yes. Good morning. I appreciate

1 the opportunity to speak with you all today.

2 My name is Ben Rigney. I serve as the Fire
3 Chief for the West Manatee First District in
4 Manatee County.

5 I have had the unique opportunity to
6 collaborate with Florida Power & Light during
7 several hurricane activations at the Manatee County
8 EOC, the Emergency Operations Center. During these
9 critical events, our teams worked side-by-side to
10 prioritize the safety of both the residents and
11 emergency responders.

12 Although our agencies have distributions
13 and -- decision, I have consistently found FPL's
14 employees and leadership to be approachable,
15 collaborative and committed to working through any
16 challenges that arise. Their willingness to engage
17 in open dialogue has been vital to the success of
18 our joint efforts.

19 Beyond the disaster response, FPL has proven
20 to be a reliable partner during daily emergency
21 operations. Their team is quick to assist with
22 securing power in hazardous situations, and they
23 provide ongoing electrical hazard training to our
24 firefighters, which ensures that our personnel are
25 equipped with the knowledge needed to operate

1 safely.

2 In light of these contributions in the
3 essential services FPL provides, I support the
4 proposed rate increase to help ensure their
5 continued reliability and effectiveness in serving
6 our community.

7 Thank you.

8 MR. TRIERWEILER: Thank you.

9 William Tokajer.

10 PUBLIC COMMENT

11 MR. TOKAJER: Good morning, my name is William
12 Tokajer. I am the Police Chief of the City of
13 Holmes Beach. I have no connect to FPL other than
14 being a customer at work and at home.

15 FPL has been very helpful, responsive before,
16 during and after the storms every year. This past
17 year was the worst storm season I have seen in my
18 45 years of policing. Knowing the impact our area
19 expected, Florida Power & Light's CEO,
20 Mr. Pimentel, called my cell before the storm
21 making sure I had his cell number in case I needed
22 it.

23 You can look at our Facebook page for the City
24 of Holmes Beach Police for the past few years and
25 see the different electric companies brought to our

1 area after the storm by FPL. If we have any issue
2 with any wires in trees during patrol, all we have
3 to do is make one call to the FPL arborist, and
4 they are very quick to respond and take care of it.

5 FPL came and volunteered for the City of
6 Holmes Beach to decorate the Police Department and
7 City Hall this past Christmas after the storms to
8 bring us a little bit of cheer.

9 FPL is a big community partner, not just in
10 storms, but all year round. I know no one wants to
11 see a storm -- or an increase in pay for your
12 bills, but when you look at the return on
13 investment, it's a no-brainer, especially since FPL
14 has not raised their fees in the last four years.

15 Look at how much things cost four years ago to
16 what they cost now. Yet the cost of the vehicles,
17 equipment, maintenance, employees, health care,
18 wages, this is no different than any other
19 business. You need to increase fees to keep
20 skilled employees.

21 I thank you for your time and appreciate you
22 listening.

23 MR. TRIERWEILER: Thank you.

24 Mel Thomas is up next, followed by Asena Mott
25 and Christine Myers.

1 Mel Thomas, please.

2 PUBLIC COMMENT

3 MS. THOMAS: Good morning, Commissioners. My
4 name is Mel Thomas, and I want to share my
5 perspective as both a resident and active member of
6 the Florida Space Coast community.

7 My husband and I relocate interested Melbourne
8 from New Orleans about six years ago. Living in
9 two coastal states prone to severe weather, I have
10 experienced firsthand how viable -- vital and
11 reliable power is to the quality of life.

12 The service we receive from FPL is far
13 superior to anything we are accustomed to in south
14 Louisiana. Anything from storm prep to
15 communications during outages, restoration times,
16 it's been very consistent and dependable.

17 As someone who is deeply involved in the local
18 economic development here on the Space Coast, I
19 have also seen FPL's commitment to community
20 engagement. I attend a recent community advisory
21 council meeting, that's just one example, I think,
22 of how the company is creating space for meaningful
23 dialogue with residences and businesses.

24 It's my personal and professional experience
25 that FPL has demonstrated a high standard of

1 service, a very proactive approach, and I
2 appreciate the time to share my support of FPL.

3 Thank you.

4 MR. TRIERWEILER: Thank you.

5 Asena Mott, please.

6 PUBLIC COMMENT

7 MS. MOTT: Good morning. My name is Asena
8 Mott. I am a residential customer from Fort Ogden,
9 Florida. I also represent the commercial entity of
10 South Florida State College, which has a campus in
11 Desoto County as well.

12 I have been a residential customer of Florida
13 Power & Light for over 50 years, and my dad retired
14 from Florida Power & Light in 1992. In recent
15 years, I have noticed a significant improvement in
16 relays, or short power outages. In fact, we have
17 rarely lost power at in our home during routine
18 thunderstorms, and I could not have made that
19 statement several years ago.

20 My dad told me due to hardening efforts,
21 getting lines underground in the way that they are
22 run, and all those details of how Florida Power &
23 Light has done this are not in my scope of
24 understanding, but I can tell you that a few years
25 ago, I bought a kerosene lamp to use in case of the

1 lights going out, and I have only used it twice.
2 Both of those times during hurricanes. I have
3 never needed it otherwise.

4 My role at South Florida State College in
5 Desoto includes managing the facilities when we
6 open as a special needs shelter for our community
7 during hurricanes. Although, we do have a very
8 large generator on our campus there, it's rarely
9 needed. If a power outage happens during a
10 hurricane, it's restored quickly. We have been so
11 happy with the quality of service from Florida
12 Power & Light both during the good weather and the
13 bad.

14 Obviously, the concern we are hearing about
15 today is higher rates. And while no one wants
16 higher bills, a minimal increase in cost for
17 services is a tradeoff for the reliable services we
18 receive seems appropriate.

19 I own a vacation home in Georgia as well, and
20 although the power in that home is used
21 significantly less, mostly just on weekends, my
22 electric bill is often higher there than my own
23 residential bill here by Florida Power & Light. I
24 certainly do not have the weekly power outages that
25 are experienced at our second home in Georgia.

1 Thank you. I will stop with that.

2 MR. TRIERWEILER: Thank you.

3 Next up is Christine Myers, and then we will
4 hear from Darryl Register and Mary Garcia, please.
5 Christine Myers.

6 PUBLIC COMMENT

7 MS. MYERS: Good morning. Thank you for the
8 opportunity to speak on behalf of FPL.

9 I have been a customer since moving here from
10 Missouri in 2012. I had no experience with
11 tropical storms or hurricanes, so for the first few
12 storms, we evacuated just for fear of losing power.
13 FPL's response time and the limited loss of
14 power -- can you hear me?

15 CHAIRMAN LA ROSA: We can hear you loud and
16 clear. Can you hear us? Ms. Myers, can you --

17 MS. MYERS: Can you he still hear me?

18 CHAIRMAN LA ROSA: Yes, Ms. Myers, we can hear
19 you. Can you hear us?

20 MS. MYERS: I can. I am sorry, I was getting
21 horrible --

22 So anyway, with limited loss of power -- a
23 wonderful -- for the last four years living in
24 Merritt Island, we have not evacuated the barrier
25 island and stayed at home, and we plan to do the

1 same in the future unless otherwise a weather
2 change. I have literally experienced one ice storm
3 here in Florida.

4 A few months back, we had the transformer in
5 my neighborhood -- FPL responded and had it fixed
6 and restored within -- the quality of service
7 provided by FPL far exceeds the cost to those of us
8 benefiting from the service.

9 I can honestly share that we pay for cable,
10 internet and streaming services a month more than
11 we pay for our FPL bill, and I certainly don't use
12 those every day.

13 I was asked to speak on behalf of Florida
14 Power & Light, and I think that's because I believe
15 in sharing when I receive great service from
16 companies and people, and the response time during
17 the transformer blowing in the neighborhood is
18 something I have shared in several different groups
19 as an example of how we all should strive to exceed
20 our client expectations.

21 Thank you very much for the opportunity to
22 speak. I am in full support of the increase
23 because of service that far exceeds what we are
24 paying.

25 Thank you.

1 MR. TRIERWEILER: Thank you.

2 Darryl Register. Darryl Register, are you on
3 the line?

4 Moving on, Mary Garcia.

5 PUBLIC COMMENT

6 MS. GARCIA: This is Mary Garcia. Thank you
7 for the opportunity to speak with you today. Can
8 you hear me?

9 MR. TRIERWEILER: Loud and clear.

10 MS. GARDNER: Thank you, sir.

11 I just wanted to let you know that I am a
12 Florida Power & Light customer for the past 25
13 years. Interestingly enough, my power pole only
14 serves two homes, my neighbor and myself, which
15 always is extreme because, needless to say, there
16 are other millions of customers when the power goes
17 out, but everybody has been very good in making
18 sure that our power goes back on as long as we
19 reported it, so I appreciate that.

20 We HAD an arborist come out. HE said the tree
21 was too close to our pole, and they were very good
22 about assessing it, having individuals come out and
23 trim it. And then the arborist came out and then
24 said that tree really needed to be cut down. He
25 also took a look at lines in our small neighborhood

1 in Pomona Park, Florida, a very rural community, so
2 we were very grateful for that.

3 I am also very grateful that our power poles
4 have been replaced with concrete poles to ensure
5 that our area is safe. And as a retired health
6 officer for Putnam County, retired four months, I
7 just wanted to let you know that that was one of
8 our best sources at the Emergency Operations
9 Center, Florida Power & Light was always there.
10 They were very helpful to us when we had
11 individuals that were -- needed to have power
12 before they were able to be returned home from our
13 special needs shelters, and they were always
14 willing to help and send assessment teams out to
15 individual homes to make sure that they had power
16 and were safe to go home.

17 And as no -- I think we have heard this
18 enough, nobody wants, certainly, their power bills
19 to go up, but on the converse side, nobody really
20 wants to be without power. So we are very grateful
21 to have them, grateful to have response times, and
22 I want to thank you for the time.

23 MR. TRIERWEILER: Thank you.

24 CHAIRMAN LA ROSA: Thank you.

25 MR. TRIERWEILER: Next up is Melissa Ryan

1 followed by Padma Sikaria and Beth Rappaport.

2 Melissa Ryan, please.

3 PUBLIC COMMENT

4 MS. RYAN: Hi. Good morning. My name is
5 Melissa Ryan, and I live in St. Augustine, Florida,
6 St. Johns County. I have been an FPL customer both
7 as a renter and a homeowner for the past 11 years.
8 During my time as an FPL customer, I have only
9 experienced a few power surges or outages that have
10 all been resolved promptly.

11 The few times that I did feel a need to
12 contact FPL directly to report an outage, their
13 automated phone system reported that they were
14 already aware of the outage in my area and gave an
15 approximate timeframe for which it was expected to
16 be restored.

17 As a customer, I also appreciate the
18 opportunity to be on their Budget Billing Program,
19 which allows me to budget more efficiently for my
20 family each month. I support the rate increase, as
21 I understand that it is necessary to continue to
22 provide the level of customer service that FPL
23 provides.

24 In closing, I just would like to thank FPL for
25 its tireless service to the state of Florida, and

1 give a well deserved kudos to -- electric company.

2 Thank you.

3 MR. TRIERWEILER: Thank you.

4 Next we will hear from Padma Sikaria.

5 PUBLIC COMMENT

6 MS. SIKARIA: Hello. Good morning. My name
7 is Padma Sikaria, and I have been a resident of St.
8 Augustine, St. Johns County, for over 30 years. I
9 have been a loyal customer throughout this time and
10 I have experienced many hurricanes and storms over
11 the years. While some storms have caused power
12 outage lasting several days, ours was resolved
13 within 72 hours.

14 I want to express my sincere appreciation for
15 FPL's consistent efforts in restoring power and
16 keeping customers -- including -- the team's hard
17 work does not go unnoticed. Except one experience
18 that was -- we were losing power, we had a power
19 outage for several days continuous for three hours
20 every day, but finally they found the problem and
21 made sure that since then we never have any
22 problems.

23 As a customer, however, I am concerned about
24 preventing -- in my utility bill, while I
25 understand that advancing services and

1 incorporating new technology may require additional
2 funding. I hope that FPL will consider the impact
3 on its longtime customers.

4 Thank you for your continued service and
5 commitment to our community. I appreciate the
6 effort and value your time.

7 Thank you.

8 MR. TRIERWEILER: Thank you.

9 Beth Rappaport, please. Beth Rappaport, are
10 you on the line?

11 MS. SIKARIA: Are you talking to me or someone
12 else?

13 MR. TRIERWEILER: Beth Rappaport, it's time
14 for you to present your testimony, please.

15 MS. SIKARIA: What I said is truth.

16 CHAIRMAN LA ROSA: Yes. Excellent. Thank
17 you. We are moving on to the next --

18 MR. TRIERWEILER: We were moving on to the
19 next customer.

20 CHAIRMAN LA ROSA: Yeah. Is Beth Rappaport
21 on?

22 Yeah, not hearing Beth, just a quick reminder,
23 if -- again, if you are on speakerphone, if you can
24 try to talk more directly into the microphone on
25 your phone or your device. And if you can mute

1 anything in the background if you are listening,
2 and sometimes it's picking up feedback, it does get
3 a little bit difficult to hear, and we do have a
4 court reporter who is transcribing everything and
5 it does get difficult to hear some of the specific
6 words. So just be mindful of that, to please place
7 yourselves on mute when you are not the one that is
8 speaking, so...

9 MR. TRIERWEILER: All right. Our next
10 customer is Rachel Keesling, followed by Cecil
11 Williams and Brett Martin.

12 Rachel Keesling, please.

13 PUBLIC COMMENT

14 MS. KEESLING: Good morning. Rachel Keesling,
15 Punta Gorda Isles.

16 MR. TRIERWEILER: Good morning.

17 MS. KEESLING: I am getting very bad feedback.
18 I am sorry.

19 I have been an FPL customer for over 30 years.
20 I am a former mayor and elected official from the
21 City of Punta Gorda. I have personally seen how
22 FPL has not only reacted to adversity, but
23 conquered it. Their system has been under
24 continual improvement, and our city has benefited
25 from many of those aspects. Hardening, we have no

1 more wooden poles. Undergrounding, more resilient
2 and more reliable. The smart grid, avoiding
3 outages before they even happen. Tree trimming,
4 which was mentioned by many, many of the customers
5 that provided testimony today. And we all know
6 that the cost of all types of these services has
7 gone up. They are very reactive. They come out.
8 They trim the trees proactively, and they help the
9 debris stay away from their equipment.

10 Personally, I have seen the service, the
11 customer service from the top down. I have also
12 seen the mutual aid given to other municipalities,
13 including an electric co-op in our area that was in
14 bad need of major help.

15 I have read their four-year case for the rate
16 increase. I believe that to be fact, and I support
17 it.

18 Thank you.

19 MR. MARSHALL: Mr. Chairman?

20 CHAIRMAN LA ROSA: Yes, Ms. Keesling, do you
21 mind a quick question?

22 LULAC, you are recognized.

23 MR. MARSHALL: Thank you.

24 Ms. Keesling, are you currently the Executive
25 Director of the Southwest Florida League of Cities?

1 MS. KEESLING: Yes.

2 MR. MARSHALL: And is FPL a premier level
3 sponsor of that organization?

4 MS. KEESLING: Yes, they are.

5 MR. MARSHALL: Great. Thank you.

6 CHAIRMAN LA ROSA: Thanks.

7 MR. TRIERWEILER: All right. Next up is Cecil
8 Williams.

9 PUBLIC COMMENT

10 MR. WILLIAMS: Yes, my name is Cecil Williams.
11 I speak this morning from two different hats, one
12 as a pastor of Gregg Chapel AME Church in Fort
13 Walton Beach, Florida, where FPL has come in and
14 given us tremendous savings as we have built
15 low-income housing within our community. They have
16 really given us assistance, because one of our
17 outreaches in our church is we help people with
18 power bills, water bills, whatever. After hearing
19 that, they pointed out to us how to help our
20 community members with their Bill Assistance
21 Program, which has been very, very helpful.

22 We have a huge facility, and we house the
23 homeless during hurricanes, and they have always
24 stayed in direct contact with us to make sure our
25 lights stayed on during that timeframe.

1 My other hat is as the Executive Director of
2 the Crestview Housing Authority in Crestview.
3 Here, they give us day-to-day cooperation with the
4 transition in and out of our members, turning bills
5 on, bills off, putting in our name so that our
6 people can get in and turn those units. We are
7 talking about 500 units that I have movement every
8 day, and the cooperation with FPL has been
9 tremendous.

10 When I first came on board, I asked them to
11 come in and speak to my members here in the housing
12 area. They went to every unit that I have, gave
13 out information on how to save power; gave certain
14 lights, different things to my members here. They
15 have also helped with the underground utilities
16 planning and conversion here for my housing
17 development.

18 So they have been very, very helpful to me in
19 several different ways, so I speak on behalf of
20 what though do and how they do it.

21 MR. TRIERWEILER: Thank you.

22 Next up we have Brett Martin.

23 PUBLIC COMMENT

24 MR. MARTIN: Good morning, and thank you for
25 the opportunity to speak. My name is Brett Martin.

1 I live in Indialantic, Florida, within Brevard
2 County, and I work at Viera Builders, which is one
3 of the top 10 master planned communities in the
4 nation as a Senior Manager, Quality and Training,
5 and I would like to speak on both parts of that.

6 As a customer of FPL for my entire life, I
7 have seen the stark change in the service and
8 reliability of service that has come with the years
9 with reinvesting into their infrastructure and
10 backbone.

11 As someone who lives on a coastal city, I have
12 experienced the early hurricanes of the 2000s,
13 Jeanne, Frances and Georges, where we were out of
14 power for up to a week. And recently, moving
15 towards the last storm that came through, Milton,
16 we only had interruption of service for
17 approximately four hours before it was back on.

18 The community that I live in was one that was
19 hodgepodged together over the years that some of
20 the other accounts throughout Florida, where
21 development happened on one side of the street and
22 the other, and the grid and structure has been
23 improved upon to make sure the power and service
24 has been more reliable.

25 As in the other vein, someone who is working

1 and building in a master planned community, the
2 cooperation and coordination that we have
3 experienced with Florida Power & Light have been
4 one of transparency, clarity and upright front
5 facing, and just wanting to reach out and make sure
6 that we have what we need for our customers, and
7 making sure that we are able to build our homes
8 effectively, in a timely manner, and make sure that
9 we are able to deliver a product to people we
10 promise to, and also providing a reliable service
11 for use from FPL.

12 MR. TRIERWEILER: Thank you.

13 Next up is Brian Bornemann, followed by Robert
14 Triebell and Jerry Williams.

15 Brian Bornemann. Is Brian Bornemann on the
16 line?

17 All right. We are going to move on to Robert
18 Triebell, please.

19 All right. We are going to move on to Jerry
20 Williams.

21 PUBLIC COMMENT

22 MR. WILLIAMS: Good morning. My name is Jerry
23 Williams. I live in Shalimar, Florida. I am both
24 a residential and commercial customer of FPL, and
25 this rate, in general, I am very pleased with FPL

1 throughout the years, as people who are focused on
2 new sources of energy, energy infrastructure,
3 putting concrete poles along major corridors, LED
4 lights to reduce the amount of energy used.

5 As other people have mentioned, they are
6 trimming the rights-of-way to minimize the outages
7 we have from the damage. And the very few outages
8 that we have are short and the notification system
9 works very well for keeping us informed of what's
10 going on.

11 From the residential point of view, they
12 facilitated running my utilities underground last
13 year when we remodeled our house. And from a
14 business point of view, they facilitated bringing
15 up power in the hundreds of thousands square feet
16 operations center that we brought on-line in Fort
17 Walton Beach last year in the business that I work
18 with.

19 So I am very impressed with FPL overall,
20 particularly their community involvement. I have
21 seen them involved in many things in our area. I
22 have attended the Economic Summit in San Destin
23 several times, and always a high class event. They
24 are really an economic driver of our community.

25 So overall, they are a great personal partner,

1 they are a great business partner and they are a
2 community partner, so I support their request to be
3 able to enjoy continued reliable power in our area.

4 And I have not been sworn in, so I swear what
5 I have just said is true.

6 MR. TRIERWEILER: We have an indication that
7 you have an attestation when you signed up. We
8 think that's sufficient.

9 MR. WILLIAMS: Okay.

10 MR. TRIERWEILER: Thank you.

11 MR. WILLIAMS: Good.

12 MR. TRIERWEILER: All right. Next customer
13 will be Alfredo Sanchez, followed by Daniel Adjocy
14 and Elsa Powers, please.

15 Alfredo Sanchez.

16 PUBLIC COMMENT

17 MR. SANCHEZ: Good morning. My name is
18 Alfredo Sanchez, Commissioners. Thank you for
19 allowing me to speak.

20 I live at 4200 Alton Road, Miami, Florida. My
21 family has lived in our home for 22 years, and have
22 been a direct or indirect customer of Florida Power
23 & Light for the past 64 years.

24 In my professional and personal life and
25 abroad, I have seen firsthand how vital reliable

1 electric service is for daily life and economic
2 activity. It betters our lives --

3 Tell the Commission that previously already
4 mentioned, customer service. FPL provides
5 excellent customer service, setting up service is
6 excellent. Also, new service I believe -- a house
7 Coral Gables, continue to work closely with FPL as
8 a community partner, very responsive, and they make
9 everything easy and --

10 Reliability is an important element that I
11 want to address. FPL's service is impressively
12 reliable, outages are rare. And when they do
13 occur, which is with any utility, FPL responds
14 immediately and communicates with us continually.

15 Through the past 22 years, we have never
16 experienced an outage, and the level of reliability
17 is enormous value. And reliability to address
18 hurricane response. I am impressed in FPL's rapid
19 response to hurricanes quickly around-the-clock to
20 restore power, and within a few days we have our
21 power back. They are really first responders, and
22 they continue to invest in the grid and provide
23 assistance in our neighborhood, a real commitment
24 to outages through hurricanes and heavy
25 thunderstorms, and I applaud FPL for these

1 improvements.

2 Value and innovation, two elements I want to
3 address. FPL provides efforts in electric service
4 vehicle charging are also worth noting. EV
5 owner -- as an EV owner, I have two electric
6 vehicles, I participate in the EV program in south
7 Florida for -- initiative, cost money, but provides
8 a cleaner and more sustainable future, and I
9 applaud FPL.

10 I want to address responsible consideration
11 for recognize inflation and rising cost -- lights,
12 and it's important to understand that costs really
13 go up for everything.

14 In conclusion, my professional experience as
15 an FPL customer have taught me that valuable
16 service, reliable power, responsive customer care
17 and forward-looking innovation, in times of rising
18 costs and growing energy demand and reasonable rate
19 increase, as long as FPL continues to improve --
20 exceptional standards are a part of our daily life,
21 and I want to thank you for the opportunity to
22 speak to you.

23 CHAIRMAN LA ROSA: Thank you.

24 MR. TRIERWEILER: Thank you. Daniel Adjocy,
25 please. Daniel Adjocy, are you on the line?

1 Moving on to Elsa Powers.

2 PUBLIC COMMENT

3 MS. POWERS: Good afternoon. My name is Elsa
4 Powers. I am a Miami-Dade County resident for over
5 55 years, and an FPL client.

6 FPL is a great utility company. Personally, I
7 have issues with a vine that growth I have the
8 power poles right behind my home, and I call them
9 and they come out and they take care of it and make
10 sure we are safe.

11 I am very excited with all the projects that
12 they are doing to improve their current system,
13 including the undergrounding of the poles and
14 wires, which I can't wait until we get that, which
15 will eliminate a lot of the issues and outages
16 because of trees. Not to mention when a hurricane
17 comes, which always causes issues because people
18 don't trim their trees, I know that project is
19 going to help so, so many residents.

20 And the FPL app is great. I love I can pay my
21 bill on-line. I get notices. I get texts.
22 Whenever there is an issue, they are always letting
23 me know what time my power, if it's gone, will come
24 back. I have never been out of power for more than
25 three or four days, including during Andrew,

1 Katrina, Wilma. They send notices at all times.
2 They cut off at 10:00 p.m., which is great, but
3 it's a great tool.

4 I love the innovation. I know FPL is always
5 on the cutting edge of technology. They even check
6 facilities that are hard to reach with their
7 drones. That is very, very impressive. I love
8 that they embrace technology.

9 I want to say that FPL is a great community
10 partner. I always see how much they do on social
11 media. I love that they get together in the
12 community projects, Girl Scouts, giving out
13 hurricane meals to the elderly. I don't see that
14 happening with many, many large companies. That
15 speaks volumes and tells you what FPL really is all
16 about. It's -- a lot of companies just take that
17 for granted.

18 They are always improving. You know, they
19 don't go to your home any more to read the meter.
20 Everything is computerized. They connect with --
21 smart meters, and that's also wonderful.

22 And last but not least, Mr. Pimentel, you must
23 be very, very proud of your over 9,000 team
24 members, especially the ones in Dade County. They
25 are amazing, and thank you very much.

1 MR. MARSHALL: Mr. Chairman?

2 CHAIRMAN LA ROSA: Yes. Ma'am, if you don't
3 mind, a quick question, Ms. Powers.

4 MR. MARSHALL: Ms. Powers, as part of your
5 job, do you help the Baptist Health South
6 Foundation fundraise?

7 MS. POWERS: I haven't been with Baptist for
8 almost three years, so no.

9 MR. MARSHALL: All right. So you are retired.
10 Okay. Thank you.

11 MS. POWERS: I am not retired. I still work.
12 Unfortunately I am not retired. I wish I was, but,
13 no, I haven't been with Baptist for a long time.

14 MR. MARSHALL: I meant with the Baptist Health
15 Group, I apologize.

16 CHAIRMAN LA ROSA: Thank you for clarifying.

17 MS. POWERS: No. No.

18 MR. TRIERWEILER: Next customer is Peter
19 England, followed by Christopher Moreno and Mary
20 Chance.

21 Peter England. Peter, are you on the line?

22 Okay. We are moving on to Christopher Moreno.
23 Christopher Moreno?

24 MR. CARPENTER: May I interrupt, please?

25 MR. TRIERWEILER: Sure.

1 CHAIRMAN LA ROSA: Please identify yourself,
2 though.

3 MR. CARPENTER: My name is Bruce Carpenter. I
4 had a 10 o'clock slot, and I just wanted to make
5 sure either I was behind or if I missed it.

6 CHAIRMAN LA ROSA: Yeah, Mr. Carpenter, you
7 were in the first -- the first tranche of speakers.
8 Let us finish this group here next, and then we
9 will recognize you shortly.

10 MR. CARPENTER: All right. Thank you.

11 MR. TRIERWEILER: Peter England and
12 Christopher Moreno.

13 Moving on to Mary Chance.

14 PUBLIC COMMENT

15 MS. CHANCE: Good morning. This is Mary
16 Chance. I live in Gainesville, Alachua County
17 Florida. I am not a Florida Power & Light
18 customer. I am the President and CEO of the
19 Consortium of Florida Education Foundation, and we
20 are a grant recipient and partner of FPL.

21 I am really here to talk about their corporate
22 citizen, particularly in the area supporting
23 Florida public schools and teachers throughout
24 there service territory.

25 We have worked with them for about 10 years,

1 and they specifically invest in helping teachers
2 improve their instruction strategies in math and
3 science, bringing them together in support of
4 communities. They also do a lovely thing in
5 predominantly low-income schools of providing STEM
6 class and makeovers to help students be more
7 engaged in learning and STEM hands-on activities.

8 So we enjoy working with them as volunteers,
9 resource speakers, robotics, all sorts of
10 programming, and I do consider them one of our key
11 corporate partners, and we work with a number of
12 national and statewide organizations.

13 Thank you.

14 MR. TRIERWEILER: Thank you.

15 CHAIRMAN LA ROSA: Thank you.

16 MR. TRIERWEILER: All right. Now going back
17 to Bruce Carpenter. Mr. Carpenter.

18 MR. CARPENTER: Yes, sir. That's me.

19 CHAIRMAN LA ROSA: Sir, you are recognized
20 when you are ready.

21 PUBLIC COMMENT

22 MR. CARPENTER: All right. This is Bruce
23 Carpenter. I have been in Florida for about 60
24 zero years, and I have been in Pensacola, Florida,
25 the last -- since 1982. And I just wanted to tell

1 you that I deal with commercial and residential FPL
2 representatives, and they have been extraordinary
3 as far as their service goes. When the merger
4 happened between Gulf Power and Florida Power &
5 Light, it was a little bumpy, but they have since
6 figured out the whole customer service, and it's
7 back on track, and really exceptional service
8 supplied to both commercial and residential
9 customers.

10 I am in the real estate business, so we deal
11 with them quite a bit. And I support the increase,
12 as they are improving all over the city and all
13 over this community, and they have been great
14 community partners.

15 Thank you very much for the time.

16 CHAIRMAN LA ROSA: Thank you, Mr. Carpenter.

17 MR. TRIERWEILER: Thank you.

18 All right. We are going to hear next from
19 James Hodge, followed by Charles Njuguna and Ted
20 Astolfi.

21 James Hodge, please.

22 PUBLIC COMMENT

23 MR. HODGE: Yes. Good morning. My name is
24 James Hodge. I am a resident of Pensacola, a FPL
25 customer residential, and I also run a

1 manufacturing operation that FPL provides service
2 to.

3 Since purchasing the previous utility, FPL has
4 shown a commitment to reliability, which is
5 critical for my manufacturing operation. Matter of
6 fact, in October, they were proactive and took an
7 outage, they coordinated amongst several
8 manufacturers in the area to upgrade their
9 equipment and provide reliability, and we have seen
10 nothing but benefit from that, so I am in support
11 of their increase.

12 MR. TRIERWEILER: Thank you.

13 Charles Njuguna. Charles Njuguna, are you on
14 the line?

15 Moving on, Ted Astolfi --

16 MS. LOTHER: Really quickly.

17 CHAIRMAN LA ROSA: If you don't mind
18 identifying yourself?

19 MS. LOTHER: My name is Erin Lother. I am in
20 that small part of Florida that's in the Central
21 Time Zone. I thought this was 10:00 a.m. Central,
22 and I was booked on an appointment but I'm late.

23 CHAIRMAN LA ROSA: Sure I am sorry. Can you
24 repeat your name?

25 MS. LOTHER: Erin Lother.

1 CHAIRMAN LA ROSA: Let's go ahead pull into
2 the next tranche.

3 MS. LOTHER: E-R-I-N.

4 MR. STILLER: 71.

5 CHAIRMAN LA ROSA: No. 66, Walt.

6 MR. TRIERWEILER: I believe that we have yet
7 to get to you. If you will just hold on, we'll --

8 MS. LOTHER: Okay, sorry.

9 MR. TRIERWEILER: That's just fine.

10 We are going to go ahead and move on and see
11 if Ted Astolfi is on the line.

12 MR. ASTOLFI: Yes, sir, I am. Thank you.

13 MR. TRIERWEILER: Go ahead, please.

14 PUBLIC COMMENT

15 MR. ASTOLFI: Good morning, and thank you for
16 the opportunity, I appreciate it.

17 I reside in Stuart, Florida, located in Martin
18 County, with my wife Nancy Turrell, we have resided
19 in the same residence in Stuart since 1998. And
20 full disclosure, so you don't have to ask me the
21 questions, I serve as CEO of the Economic Council
22 of Martin County. We are a not-for-profit. FPL is
23 a member, and I have an FPL member or manager on my
24 board of directors, and we have received support
25 from FPL over the years to help us bring balance

1 and experience to our business community here in
2 Martin County.

3 I wanted to call and speak today in support of
4 the slight rate increase from FPL. In Martin
5 County, we are keenly aware that FPL's diverse
6 energy portfolio includes solar, natural gas and
7 nuclear power, which supports both reliability and
8 sustainability while helping to keep our
9 electricity bills among the lowest in the country.

10 I wanted to let the PSC know that we
11 understand the need for FPL to invest in
12 infrastructure, to improve our storm resiliency.
13 Martin County has been impacted by a number of
14 storms, most recently Hurricane Helene, and
15 especially the tornadoes spawned by Hurricane
16 Milton, which impacted FPL's infrastructure, and we
17 saw them repair and replace that equipment
18 extremely quickly and get our residents back up and
19 running.

20 FPL's infrastructure must keep pace with both
21 the residential population growth and the
22 increasing power needs of business. I believe that
23 FPL is a smart -- investor in infrastructure, and
24 will be a good steward of our dollars, which will
25 enable the sustained growth of Florida's economy.

1 I appreciate the opportunity to go on record
2 in support of this slight increase by FPL. Thank
3 you for your time.

4 MR. TRIERWEILER: Thank you.

5 CHAIRMAN LA ROSA: Thank you.

6 MR. TRIERWEILER: All right. We will next
7 hear from Russell Buck, and Russell Buck will be
8 followed by Naomi Campbell and Anne-Marie Taylor.

9 Russell Buck, please. Russell Buck.

10 Moving on Naomi Campbell, please.

11 PUBLIC COMMENT

12 MS. CAMPBELL: This is Naomi Campbell.

13 CHAIRMAN LA ROSA: Ma'am, you are recognized
14 when you are ready for your comments.

15 MS. CAMPBELL: Thank you.

16 I am a resident of Martin County. I live in
17 Palm City. I have lived in Florida my entire life,
18 and a retired 35-year educator in the public school
19 district, and then I retired from being the
20 Executive Director of the Palm City Chamber of
21 Commerce. So currently I am a retiree.

22 I have volunteered with FPL myself and gone
23 into rural neighborhoods to provide smoke detectors
24 to make sure that everything was safe in their
25 home. I have seen FPL at work. Their

1 professionalism and dedication to our communities
2 are exceptional.

3 I am very happy with their restoration
4 project. I appreciate how prepared they are for a
5 hurricane. I don't want to live through what I
6 lived through after Frances and Jeanne without
7 power for days, so I am in favor of their slight
8 increase.

9 Nobody wants to pay more money for anything
10 right now, but we all are, so I believe that as
11 FPL's expenses have gone up, in order for us to
12 keep the exceptional service, we have to allow them
13 to increase their fees.

14 That's all I have to say. Thank you very
15 much.

16 MR. TRIERWEILER: Thank you for your
17 testimony. Much appreciated.

18 Anne-Marie Taylor, please. Anne-Marie Taylor?

19 Moving on, Jonas Read, followed by Kevin Sola
20 and Luis Arias, but first Jonas Read, please.

21 PUBLIC COMMENT

22 MR. READ: Good morning. Thank you for the
23 opportunity to speak. My name is Jonas Read. I am
24 a lifelong FPL customer, and professionally I
25 represent the land development team and building

1 communities across south Florida.

2 I am here today not to talk about the rate
3 increases but about partnership, because in this
4 housing landscape, the power to create lighting in
5 the communities comes from how well we all
6 collaborate together, and I want to start with
7 gratitude. We see progress. We felt the effort
8 from FPL to improve customer service and bring more
9 responsiveness to the table, and I think that
10 matters.

11 Progress starts with good intentions, but
12 progress also demands honesty. And from the
13 development side, we are still facing real
14 challenges, particularly when it comes to
15 coordinating and design.

16 Frequent changes in my region's FPL
17 engineering team have made it difficult to build
18 momentum, each hand-off, each reset introduces new
19 delays. And delays in development don't just slow
20 down projects, they stall my homes. They drive up
21 costs. They stretch the patience of the very
22 people we are all here to serve.

23 One small change that I think could be made
24 that would be a big difference would be access to
25 design files. Right now, I pay an external

1 consultant to recreate all of FPL's plans for every
2 one of my master planned communities just so I can
3 align the work to prevent errors for both my team
4 and FPL's team.

5 This may sound like a technical issue, but
6 it's actually a trust issue, a collaboration issue,
7 if you will. When we share information openly, we
8 reduce friction, we build together, we move faster
9 and more efficiently, not just for us, but for the
10 people we want living in their homes.

11 When communication breaks down, trust follows.
12 But when we come to the table with openness with a
13 desire to improve and with the shared belief that
14 we are on the same side, that's when we start to
15 build more than just homes. We build momentum. We
16 build communities. We build a better future for
17 Florida.

18 So my ask today is simple. Let's move and
19 think, let's shift from transactional processes to
20 intentional partnerships, because this is not just
21 about delivering power to homes. It's been
22 powering the future for those communities and
23 tackling the housing crisis that affects our state.
24 Let's move forward together and improve our future.

25 Thank you for my time.

1 MR. TRIERWEILER: Thank you.

2 Kevin Sola, please. Kevin Sola?

3 Moving on to Luis Arias, please. Luis?

4 We are going to hear from Robert Chappell,
5 Jacob Marshall and then Lisa Greer.

6 Robert Chappell.

7 PUBLIC COMMENT

8 MR. CHAPPELL: Thank you. This is Robert
9 Chappell. I am a resident of Santa Rosa County. I
10 have rental properties in both Santa Rosa and
11 Escambia County, and I am here to fully support the
12 Florida Power & Light rate increase.

13 Any consumer, no matter what it is, doesn't
14 want to see their, you know, power bill or any
15 other bill increase, but if we don't invest in the
16 future, power sources and technology, we just fall
17 further behind and it's going to cost us more money
18 in the future.

19 I, as a consumer, see where our dollars are
20 being spent as I drive down I-10 and I see the
21 investment in solar power, I think, which is a
22 clean source of energy that Florida Power & Light
23 is taking advantage of, and will continue to take
24 advantage of for betterment of our future power
25 source.

1 I just want to say that I think they are a
2 great partner in the community. I see their work
3 all the time, and I want to just say that if we
4 don't take the time to invest, we will have to pay
5 for it down the road.

6 Thank you for your time.

7 MR. TRIERWEILER: Thank you.

8 Jacob Marshall. Jacob Marshall?

9 Moving on to Lisa Greer, who will be followed
10 by Douglas Mustapick and Geraldine Grimes Lewis.

11 Lisa Greer, please.

12 PUBLIC COMMENT

13 MS. GREER: Good morning. My name is Lisa
14 Greer. I am a resident of South Miami-Dade. I
15 live within eight-and-a-half miles of the Turkey
16 Point Nuclear Plant. I currently serve as Chairman
17 of the Economic Development Council of South
18 Miami-Dade. I am also a board member of the South
19 Dade Chamber. On both of these organizations, I
20 work closely with a Florida Power & Light
21 representative as a board member. My husband is
22 also a retired Florida Power & Light lineman.

23 I and my family lived through and beyond
24 Hurricane Andrew, when power lines were not
25 strengthened or hardened to protect the consumer

1 from significant charges and outages. I was
2 appreciative of Florida Power & Light's service
3 then, and with all of the hardening that has been
4 done in the recent years and continues to be done
5 today, I remain appreciative of Florida Power &
6 Light's service. If or when a hurricane hits, the
7 expectation of outages is minimized considerably by
8 what they have done and what they continue to do.

9 I am also supportive of the Florida Power &
10 Light solar farms located in South Miami-Dade.
11 They are clean, quiet, and do not cause any further
12 traffic congestion to our community.

13 The Turkey Point clean water recovery
14 addition, reusing up to 15 million gallons of
15 reclaimed wastewater per day is an efficient,
16 effective and innovative use for cooling the plant
17 with otherwise unclean water.

18 So Florida Power & Light has been a good
19 partner in our community. Very communicative and
20 responsive, and with considerable residential and
21 commercial growth in our county and region, I fully
22 support their request.

23 Thank you.

24 MR. TRIERWEILER: Thank you.

25 Douglas Mustapick. Is Douglas on the line?

1 Moving on to Geraldine Grimes Lewis, please.
2 Continuing to move on to Erin Lothar out in
3 Escambia.

4 PUBLIC COMMENT

5 MS. LOTHER: Yes. Hi. My name is Erin
6 Lothar. I am an FPL customer, residential, in
7 Pensacola, Florida.

8 I run a business from my home that depends
9 heavily on having reliable power. I have been
10 running my business in the Panhandle since 2016.
11 As an FPL customer, I -- if I ever lose power in my
12 home, I never even bother to contact them because
13 it always comes back on so quickly.

14 No one wants to pay higher bills, however, as
15 a business owner, I understand that you get what
16 you pay for, and I am happy to pay for what FPL is
17 providing. I believe that FPL is delivering top
18 tier reliable service to customers in the
19 Panhandle.

20 Thank you.

21 MR. TRIERWEILER: Thank you.

22 Next up is Travis Fiacco, followed by Ernesto
23 Boza and Nneka Morgan.

24 Travis Fiacco, please.

25 PUBLIC COMMENT

1 MR. FIACCO: Yes, sir. Thank you guys for the
2 time to speak today. I am in the Northeast Florida
3 Region, particularly St. Johns County. I work with
4 Toll Brothers, a home builder, do a lot of land
5 development stuff, so we work with the development
6 team -- I am sorry to hear the development team
7 down in south Florida from the other gentleman is
8 not on par. Our guys that we work with are
9 fantastic. They are usually very timely in their
10 responses. We have had, honestly, nothing but
11 great experiences through multiple communities up
12 here that we have developed.

13 As a private customer of FPL, I have yet to
14 have any issues. I think a lot of people need to
15 understand the changes coming to Florida. I mean,
16 our population has increased almost two million
17 over the last five years. Inflation has continued
18 to rise. Anyone in the building or development
19 industry knows materials cost has gone up
20 drastically since, even as recent as 2020, so I
21 mean the rate increases really aren't unrealistic
22 for the service that comes with it and the
23 reliability that comes with it. I think it's just
24 hard to argue as a commercial and a residential
25 private client.

1 So I yield my time, and I thank you, FPL and
2 Commission.

3 CHAIRMAN LA ROSA: Thank you.

4 MR. TRIERWEILER: Thank you.

5 Ernesto Boza.

6 PUBLIC COMMENT

7 MR. BOZA: Hi. Good morning.

8 MR. TRIERWEILER: Good morning.

9 MR. BOZA: I work for Garden Property
10 Management, one of the oldest companies that do
11 association management in southwest Florida, based
12 out of Naples.

13 I did have a pretty good experience about, I'm
14 going to say two, over two years ago now,
15 two-and-a-half years ago with Hurricane Ian -- and
16 the power was recovered within, I believe it was
17 two or three days.

18 I pretty much know when a storm is coming,
19 three blocks away from my house you can see the
20 whole row of FPL trucks just waiting for anything
21 that they need to take care of. And every time
22 that there is a storm, obviously, we had three come
23 through here, when we have the all the trucks lined
24 up out there and, you know, just ready to go.

25 And I commend those guys that are out there.

1 You do a great job, and, you know, they are very
2 responsive, leaving their families behind and
3 coming from wherever they are in Florida or
4 anywhere else, and I did have a good experience
5 also with the three storms. We didn't have any
6 outages in my community that I manage.

7 Always -- you know, as I always think
8 professionally that there is always going to grow
9 and to improve, and association managers and
10 association management companies should always be
11 considered in any communications from FPL.

12 Thank you very much.

13 MR. TRIERWEILER: Thank you.

14 Nneka Morgan. Nneka Morgan?

15 Tayesha Fogarty. And Tayesha, I have you down
16 as not being previously sworn. Tayesha, are you on
17 the line?

18 And the last one on my list, Chelsea Flores.
19 Chelsea, are you on the line?

20 MS. MORGAN: Hello.

21 MR. TRIERWEILER: Hello. Is this Chelsea?

22 MS. MORGAN: No, I am sorry. It's Nneka.

23 MR. TRIERWEILER: Oh, Nneka, okay. That's
24 fine, Nneka Morgan, you can present your testimony.

25 MS. MORGAN: Hold on.

1 CHAIRMAN LA ROSA: Ms. Morgan, we are ready
2 for you when you are.

3 PUBLIC COMMENT

4 MS. MORGAN: Okay. So it's Nneka Morgan, and
5 my business address is 17081 Miramar Parkway,
6 Miramar, Florida, 33027.

7 CHAIRMAN LA ROSA: Thank you. You are
8 recognized to provide testimony when you are ready.
9 Ma'am, you can provide your comments. Ms. Morgan,
10 do you have any comments to share about your
11 customer service experience with FPL?

12 MS. MORGAN: The customer service experience
13 is excellent.

14 CHAIRMAN LA ROSA: Excellent. Do you have any
15 other further comments you would like to share with
16 us?

17 MS. MORGAN: No further comments.

18 CHAIRMAN LA ROSA: Okay. Great. Thank you.

19 MR. TRIERWEILER: Thank you.

20 All right. Let's go back to Chelsea Flores.
21 Chelsea, are you on the line?

22 Chairman, that exhausts my list. There may be
23 some people who --

24 CHAIRMAN LA ROSA: Sure, yeah. Let's open it
25 up.

1 Is there anybody on the line that has signed
2 up to speak that we may have either skipped over or
3 you were not available at the time that we called
4 your name? Please identify yourself and we will
5 give you an opportunity to share your comments.

6 Not hearing anybody jump in, I will go ahead
7 and take that we have concluded the list of folks
8 that have signed up for the 10 o'clock session this
9 morning.

10 Again, thank everybody for participating
11 today. Of cures we have another service hearing at
12 2:00 p.m. Eastern Time. And, again, thank you all
13 for the parties that are here in the room. And if
14 there is no further business before us, this
15 meeting is adjourned.

16 Thank you.

17 MR. TRIERWEILER: Thank you.

18 (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 9th day of July, 2025.
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