

## **2021 Quality of Service Hearing Opening Remarks**

### **Florida Power & Light Company**

*Remarks as prepared for delivery*

- FPL is a regulated energy company. This means the Public Service Commission oversees our rates and operations to ensure we deliver safe and reliable service at fair prices. We're here today because we're asking for new base rates beginning in 2022.
- Let me begin by saying that I am proud to be part of the team that provides you with America's best energy value – electricity that's not just clean and reliable, but also affordable.
- That doesn't mean we can't be better, which is why your feedback is so important to us.
- Fundamentally, our mission is to provide you with excellent service at affordable rates.
- Your electricity is cleaner and more reliable than ever. It's also affordable. The rates you pay are well below the national average. Our typical residential customer bill is lower today than it was 15 years ago.
- This is the result of FPL's consistent and deliberate effort to continuously improve upon our performance and the value we provide our customers. It's a purposeful and never-ending commitment to be the best utility possible.
- And, this is at the heart of our rate request – we're standing by our proven track record and promising an even better tomorrow ... a more resilient and sustainable energy future that all of us can depend on.
- Our smart investments have increased generation efficiency and dramatically improved reliability. In fact, we've been the most reliable utility in Florida for the last 15 years. And, we've improved our storm

preparedness and mobilization. As a result, we've dramatically improved our restoration times.

- It's been five years since our last rate request.
- Florida is now the country's third largest state and the world's 17<sup>th</sup> largest economy.
- FPL has grown, too. We now serve more than 11 million Floridians.
- And, though we've invested billions of dollars every year to support Florida's growth and to continuously improve your service, many of these investments are not included in current rates.
- So, we've asked the PSC to approve a plan that would phase-in new rates, starting in 2022. Please keep in mind that the proposed increase is spread across millions of customers and over a four-year period. So, even with the proposed rate increase, typical residential bills will continue to remain well below the national average.
- And, importantly, the plan will allow us to continue to make proven investments in infrastructure, clean energy and technology that benefit our customers and our growing state.
- While we work hard every day to keep bills low, we also recognize that some of our customers face challenges.
- To this end, we partner with dozens of assistance agencies to distribute LIHEAP and Care to Share funding to help customers who are struggling to pay their bills.
- And, during the COVID pandemic, we received approval from the PSC to create a number of unique programs that provided approximately \$75 million in assistance to customers.
- As we always have and always will, we are here to support customers. In fact, we have employees available *right now* to help customers. You can contact them at this number: **833-407-2007**.
- In closing, we are committed to serving you today, while always looking over the horizon so we're ready to meet your energy needs

tomorrow. We're looking forward to hearing from you. We want to hear what we do well – to that end, we've asked customers who have said they value our service to share their thoughts today. More importantly, we want to know where we can improve.

- So, thank you for your participation. And, thank you for the opportunity to serve you.