FILED AUG 30, 2013 DOCUMENT NO. 05143-13 FPSC - COMMISSION CLERK

	BE	EFORE THE	2
FLORIDA	PUBLIC	SERVICE	COMMISSION

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2	FLORI	DA PUBLIC SERVICE COMMISSION	
3	In the Matter of: DOCKET NO. 120289-SU		
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5	TO TARIFF SHEET	ROVAL OF AMENDMENT S FOR MISCELLANEOUS IN POLK COUNTY BY	
6	WEST LAKELAND W		
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8	PROCEEDINGS:	COMMISSION CONFERENCE AGENDA ITEM NO. 6	
9	COMMISSIONERS		
10		CHAIRMAN RONALD A. BRISÉ COMMISSIONER LISA POLAK EDGAR	
11		COMMISSIONER ART GRAHAM COMMISSIONER EDUARDO E. BALBIS	
12		COMMISSIONER JULIE I. BROWN	
13	DATE:	Tuesday, August 27, 2013	
14	PLACE:	Potty Facloy Conforma Contor	
15	PLACE :	Betty Easley Conference Center Room 148	
16		4075 Esplanade Way Tallahassee, Florida	
17	REPORTED BY:	JANE FAUROT, RPR Official FPSC Reporter	
18		(850) 413-6732	
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		FLORIDA PUBLIC SERVICE COMMISSION	

1	PROCEEDINGS
2	CHAIRMAN BRISÉ: All right. We are going to
3	go ahead and move on to Item Number 6.
4	MS. BRUCE: Commissioners, Sonica Bruce on
5	behalf of Commission staff.
6	Items numbered 6, 7, and 8 are requests for
7	approval of amendment to tariff sheets for miscellaneous
8	service charges in Polk County by West Lakeland,
9	Pinecrest, and Four Points Utilities. These
10	recommendations address the utilities' requested charge
11	of a \$2.50 convenience fee for customers who opt to pay
12	their utility by debit or credit card via telephone.
13	Staff believes that this convenience fee is
14	reasonable, it benefits the customers by allowing them
15	to expand their payment options. Furthermore, this fee
16	will ensure the utilities' remaining customers do not
17	subsidize those customers who choose to pay using this
18	option. Therefore, staff recommends that the utility's
19	request be approved. Staff is prepared to answer any
20	questions you may have.
21	CHAIRMAN BRISÉ: Thank you very much.
22	So I suppose that your recommendation is that
23	we would take Items 6, 7, and 8 together, since it's
24	basically the same thing, all three?
25	MS. BRUCE: Yes.

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CHAIRMAN BRISÉ: Okay. Commissioner Balbis. COMMISSIONER BALBIS: Thank you, Mr. Chairman.

I have a quick question concerning these items, and I think it's kind of counter-intuitive, because the thought should be that allowing the utility to accept credit card payments should make it easier for the utility and save them money. Could you explain why there are additional costs associated with credit card payments?

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10 MS. BRUCE: Commissioner, based on the research we've done, the utility can charge a 11 convenience fee, it's just a matter of -- it's not a 12 13 surcharge. And based on our research, again, he can 14 charge a convenience fee, it's just a matter of -- as I explained yesterday, it's just the time that it takes 15 for his staff to perform the task, and the supplies, and 16 that's pretty much what this cost would be covering. 17

Did I answer your question?

COMMISSIONER BALBIS: You did. I guess the question I have, you indicated that the utility can charge, but should the utility charge it? Did you do -did the utility justify these costs with --

23 MS. BRUCE: Yes, sir, the utility did justify
24 the costs based on --

COMMISSIONER BALBIS: Okay. And has there

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ever been an analysis performed by if you have customers using credit card payment, then obviously they are not going to use the traditional payment, and is there a reduction in cost associated with not having to do the traditional process, or you just had the backup and justification for these additional --

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MS. BRUCE: Just the backup and justification, based on what he sent in. We didn't do any further analysis.

> COMMISSIONER BALBIS: Okay. That's all I had. CHAIRMAN BRISÉ: Thank you.

Any further questions or comments?

13 I'll tell you, to be honest, I struggled with this item myself in looking at the breakout. The only 15 reason I'm going to support this today is because it's consistent with sort of out in the market in terms of 17 the charge associated with processing these fees. But, other than that, I'm with you considering that if you 19 are moving forward in technology, the cost really should be reduced and not go up with respect to these type of transactions.

But considering that it's consistent with what's out in the market, you know, I'm comfortable supporting this particular recommendation at this time on all three items.

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1	Okay. I think we are ready to entertain a
2	motion.
3	Commissioner Edgar.
4	COMMISSIONER EDGAR: Thank you. Mr. Chairman.
5	With that discussion, I move approval of Items
6	6, 7, and 8.
7	COMMISSIONER GRAHAM: Second.
8	CHAIRMAN BRISÉ: Okay. It has been moved and
9	seconded.
10	Any further discussion? Okay. Seeing none,
11	all in favor say aye.
12	(Vote taken.)
13	CHAIRMAN BRISÉ: All right. Thank you very
14	much.
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2	STATE OF FLORIDA)
3	: CERTIFICATE OF REPORTER
4	COUNTY OF LEON)
5	I, JANE FAUROT, RPR, Chief, Hearing Reporter
6	Services Section, FPSC Division of Commission Clerk, do hereby certify that the foregoing proceeding was heard
7	at the time and place herein stated.
8	IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the
9	same has been transcribed under my direct supervision; and that this transcript constitutes a true
10	transcription of my notes of said proceedings.
11	I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor
12	am I a relative or employee of any of the parties' attorney or counsel connected with the action, nor am I
13	financially interested in the action.
14	2013 DATED THIS 30th, day of August ,
15	(Venter 5t
16	JANE FAUROT, RPR
17	Official FPSC Hearings Reporter (850) 413-6732
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