	1	DOCUMENT NO. 05144-13
1	FLORIDA	BEFORE THE A PUBLI SERVICE COMMISSION
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3	In the Matter o	f: DOCKET NO. 120290-WU
4		DOVAL OF AMENDMENT
5	REQUEST FOR APPROVAL OF AMENDMENT TO TARIFF SHEETS FOR MISCELLANEOUS SERVICE CHARGES IN POLK COUNTY BY	
6	PINECREST UTILI	TIES, LLC.
7		/
8	PROCEEDINGS:	COMMISSION CONFERENCE AGENDA ITEM NO. 7
9	CONVERSENTED	
10	COMMISSIONERS PARTICIPATING:	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:	Betty Easley Conference Center Room 148
15		4075 Esplanade Way Tallahassee, Florida
16	REPORTED BY:	JANE FAUROT, RPR
17		Official FPSC Reporter (850) 413-6732
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		FLORIDA PUBLIC SERVICE COMMISSION

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## PROCEEDINGS

**CHAIRMAN BRISÉ:** All right. We are going to go ahead and move on to Item Number 6.

**MS. BRUCE:** Commissioners, Sonica Bruce on behalf of Commission staff.

Items numbered 6, 7, and 8 are requests for approval of amendment to tariff sheets for miscellaneous service charges in Polk County by West Lakeland, Pinecrest, and Four Points Utilities. These recommendations address the utilities' requested charge of a \$2.50 convenience fee for customers who opt to pay their utility by debit or credit card via telephone.

Staff believes that this convenience fee is reasonable, it benefits the customers by allowing them to expand their payment options. Furthermore, this fee will ensure the utilities' remaining customers do not subsidize those customers who choose to pay using this option. Therefore, staff recommends that the utility's request be approved. Staff is prepared to answer any questions you may have.

**CHAIRMAN BRISÉ:** Thank you very much. So I suppose that your recommendation is that we would take Items 6, 7, and 8 together, since

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it's basically the same thing, all three?

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?

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

Did I answer your question?

**COMMISSIONER BALBIS:** You did. I guess the question I have, you indicated that the utility

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can charge, but should the utility charge it? Did you do -- did the utility justify these costs with

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

COMMISSIONER BALBIS: Okay. And has there 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 --

**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?

I'll tell you, to be honest, I struggled with this item myself in looking at the breakout. The only reason I'm going to support this today is because it's consistent with sort of out in the market in terms of the charge associated with

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processing these fees. But, other than that, I'm 1 with you considering that if you are moving forward 2 in technology, the cost really should be reduced and 3 4 not go up with respect to these type of transactions. 5 But considering that it's consistent with 6 7 what's out in the market, you know, I'm comfortable supporting this particular recommendation at this 8 9 time on all three items. Okay. I think we are ready to entertain a 10 motion. 11 Commissioner Edgar. 12 13 COMMISSIONER EDGAR: Thank you. Mr. Chairman. 14 With that discussion, I move approval of 15 Items 6, 7, and 8. 16 COMMISSIONER GRAHAM: Second. 17 CHAIRMAN BRISÉ: Okay. It has been moved 18 and seconded. 19 Any further discussion? Okay. Seeing 20 none, all in favor say aye. 21 22 (Vote taken.) CHAIRMAN BRISÉ: All right. Thank you 23 24 very much. 25 FLORIDA PUBLIC SERVICE COMMISSION

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1	STATE OF FLORIDA )		
2	: CERTIFICATE OF REPORTER		
3	COUNTY OF LEON )		
4	COUNTI OF HEOR		
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	Chin I of		
16	JANE FAUROT, RPR		
17	Official FPSC Hearings Reporter (850) 413-6732		
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