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1 2	FLORIE	BEFORE THE DA PUBLIC SERVICE COMMISSION	
2	In the Matter	of:	
4	BELLSOUTH TELECOMMU	TERMINE WHETHER DOCKET NO. NICATIONS, INC.'S	000733-TL
5	TARIFF FILING TO RELATE PAYMENT CHARGE		
6	OF SECTION 364.051,		
7		LLOCATION DOCKET NO.	001503-TP
8	ISSUES FOR NUMBER POINT FLORIDA.	OOLING TRIALS	
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14	PROCEEDINGS:	AGENDA CONFERENCE	
15		ITEM NO. 5	
16	BEFORE :	CHAIRMAN BRAULIO L. BAEZ COMMISSIONER J. TERRY DEASON	
		COMMISSIONER LILA A. JABER	The second states
17		COMMISSIONER RUDOLPH "RUDY" B COMMISSIONER CHARLES M. DAVID	1
18	DATE :	Tuesday, November 2, 2004	
19			к. — С.
20	PLACE :	Betty Easley Conference Cente Room 148	r
21		4075 Esplanade Way Tallahassee, Florida	
22	REPORTED BY:	TRICIA DEMARTE, RPR	
	MEORIDU BI:	Official FPSC Reporter	
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ı	'ARTICIPATING:
2	NANCY B. WHITE, ESQUIRE; MARSHALL CRISER,
3	representing BellSouth Telecommunications, Inc.
4	HAROLD MCLEAN, ESQUIRE, representing the Citizens of
5	The State of Florida.
6	JEREMY SUSAC, ESQUIRE; BOB CASEY; CHERYL
7	3ULECZA-BANKS, representing the Florida Public Service
в	Commission Staff.
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1	PROCEEDINGS
2	CHAIRMAN BAEZ: We are on Item 5, Commissioners.
3	MR. CASEY: Commissioners, Item Number 5 addresses
4	the disposition of approximately \$4.5 million in unclaimed
5	refunds and outstanding drafts from BellSouth's
6	Commission-ordered refund of the interest-free portion of its
7	late payment charge.
8	Issue 1 of staff's recommendation provides
9	Commissioners with three options. Staff's primary
10	recommendation proposes that approximately 2.9 million of the
11	\$4.5 million be used to offset a planned number pooling cost
12	recovery surcharge to all BellSouth customers. The remaining
13	approximately \$1.6 million would be used to promote Lifeline
14	and Link-Up through programs developed jointly by OPC,
15	BellSouth, and Commission staff with the results being brought
16	back to the Commission for approval.
17	Staff's Alternate 1 recommendation proposes that
18	BellSouth's and OPC's joint motion to use all of the
19	approximate \$2.8 million of unclaimed refunds for Lifeline and
20	Link-Up be approved with the caveat that the Lifeline and
21	Link-Up programs be developed jointly by OPC, BellSouth, and
22	Commission staff and the results being brought back to the
23	Commission for approval. The remaining approximate
24	\$1.8 million of outstanding drafts would be offset against the
25	approximate \$2.9 million number pooling cost recovery

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1	surcharge, leaving approximately \$1.2 million left to be
2	collected in a one-time surcharge to all BellSouth access
3	lines.
4	Staff's Alternate 2 recommendation proposes that all
5	the approximate \$4.5 million in unclaimed refunds and
6	outstanding drafts be used for Lifeline and Link-Up through
7	programs developed jointly by OPC, BellSouth, and Commission
8	staff and the results being brought back to the Commission for
9	approval.
10	Issue 2 of staff's recommendation recommends that
11	BellSouth be ordered to file status reports with the Commission
12	on its Lifeline and Link-Up promotional efforts.
13	We do have some parties here this morning who would
14	like to speak to the Commission on this item. Ms. Nancy White
15	of BellSouth is here, and Mr. Harold McLean, Public Counsel is
16	here.
17	CHAIRMAN BAEZ: Thank you, Mr. Casey.
18	Ms. White.
19	MS. WHITE: Can I defer to
20	CHAIRMAN BAEZ: We can defer to Public Counsel.
21	Mr. McLean.
22	MR. McLEAN: Good morning, Commissioners. It's
23	always a pleasure to appear here. My name is Harold McLean
24	appearing on behalf of the Citizens of the great state of
25	Florida. Bell and I are here today. You might want to take a
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icture. You won't see this often with us precisely together,
 it least I believe that we are.

Let me tell you a couple of things about the very vell-intentioned staff recommendation. We support most of it. In fact, it's consistent with the petition that Bell and OPC Eiled. Any promotion for Lifeline and Link-Up is a good idea and it's about time. And we're happy to see that this is going box move in the right direction.

9 We have no problem with the quarterly reports. We
10 think that's a reasonable request for your stamp of approval.
11 I think quarterly reports make good sense, and you'll see why a
12 little bit later in my presentation.

And Alternative 1, I think, is the most rational 13 division of the unclaimed and uncashed checks. Our petition 14 15 only went to the \$2.7 million. We were silent as to the rest. 16 We have no objection to your applying that to the number pooling issue, but that division represented in Staff 17 18 Alternative 1 to us is a reasonable way. It is not an excessive change of value between the two customer classes, 19 i.e., Lifeline recipients and those who don't. So we don't 20 21 have any problem with that.

We begin to disagree when the staff says you must come to the Commission, we must come to the Commission despite the fact that we work out an agreement between ourselves as to how the money should be spent. And indeed, we did that before

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we filed the petition. To bring the intricacies of the program before the Commission we think is excessively bureaucratic, and we think it's not a good idea from anybody's point of view.

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Let me point out that whatever the Commission, 4 whatever authority you have in this area, and you do lay claim 5 6 to authority under Rule 25-4.114(a), which addresses how -- the way you handle refunds, whatever authority you have to address 7 the disposition of these refunds and the authority upon which 8 9 the staff recommendation does rely, doesn't go away just because you don't ask for -- or just because you don't approve 10 11 a prior Commission approval. If you see the program going awry 12 through your quarterly reports, through the press, or through any other source at all, I suggest that you can step in. You 13 14 can intervene in the process. You can tell Bell to hold the 15 money subject to your further approval. So to forego prior 16 approval today is not to forego approval forever.

17 Let me point out that I think in the neighborhood --18 Bell can correct me here, nearly \$850,000 is already subject to 19 administration according to an agreement between the parties. 20 That agreement is memorialized back in the settlement that my predecessor, Jack Shreve, reached with Bell. And the 21 22 parameters under which we're supposed to spend that money is 23 not excessively wordy, but we have had no problem thus far. 24 Essentially Bell comes up with a program and brings it to me 25 and I say whether I believe it's consistent with the terms of

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1 the settlement. As I understand the agreement that we now have 2 with Bell with respect to this position, we'll proceed in that 3 same way.

4 So, Commissioners, \$850,000 is under administration Money is being spent and we have not had an issue. 5 now. No one has come to us to say that we should do things differently. б 7 So with all do respect to the well-intentioned staff 8 recommendation, I suggest to you that bringing it to the 9 Commission for prior approval is bit of a solution in search of 10 a problem. We haven't had a problem. Most importantly and the 11 thing that I have the greatest problem with is I believe when 12 you require us to bring our agreement to you for prior 13 approval, you are going to create a point of entry for all kinds of aggrieved parties, people who didn't get the business 14 15 under the plan, people who think that our focus should be 16 different, and you're going to create a point of entry for 17 those folks to come to the Commission and to suggest that 18 things should be done differently.

19 It is in many ways an invitation to litigate. It's 20 almost a mini bidding process that I don't think that your good 21 discretion should allow. It will bring about delay inevitably 22 when some aggrieved party comes to you and says, you know, the 23 program they have doesn't serve any particular interest. As I 24 pointed out earlier, they can come to you now and suggest to 25 you that you intervene in some way. You still have the

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1 Authority over this refund money even though you approve this
2 plan. So I think to create a legal point of entry in a
3 proceeding whereby you here sit in judgment on a plan that
4 comes before you, it's not a particularly good idea. It is in
5 fact, in my view, a solution in search of a problem.

Let me invite your attention to the way we've been б 7 loing business with this. It's been a good program. Ms. Ava 8 Parker has been out on the road promoting Lifeline and doing a wonderful job with limited resources. We have tried to match 9 the rate at which we spent that money over the period of time. 10 11 And I shouldn't say "we." Bell and myself have given that some 12 thought, and we have tried to spend money at a rate which makes 13 sense on how much money we have sustaining the program as long as we have. And I ought to take this opportunity to say what a 14 15 wonderful job Ava has done under the direction of Bell. Many 16 of us, Chairman, many of us have gone to those presentations, and I've been real pleased with the results. 17

In addition, it's the only game in town, so it's hard to find something wrong with it. I plan to evaluate any plan that Bell comes up with along the same lines as I did Ava's program. We want it to be effective. We want people to know about Lifeline, and we want them to sign up where they're eligible.

That's all I have. Again, the only disagreement we really have with staff is on the issue of prior Commission

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approval. You do not give up authority to revisit the program 1 and how well the money is being spent, how effectively it's 2 being spent if you decline today to insist on prior approval. 3 4 That's all I have. Thank you. COMMISSIONER JABER: Mr. Chairman, I just want to 5 6 follow up with Mr. McLean on one thing he said early on for purposes of clarification. 7 CHAIRMAN BAEZ: Go ahead, Commissioner. 8 9 COMMISSIONER JABER: Mr. McLean, I heard what you said on the Alternative 1 recommendation, that that's probably 10 I think you said the most rational recommendation, but are you 11 12 adamantly opposed to the primary? And I'll tell you why I ask. I find attractive in the primary the notion that the number 13 pooling costs, it's not necessary to surcharge customers if we 14 15 apply a portion of the money available to offset those pooling costs. And I didn't hear you -- I heard you speak in favor of 16 Alternative 1 but not necessarily against the primary. 17 Is that 18 a fair assessment? 19 MR. McLEAN: Yes, it is a fair assessment. But of course, part of me wants every dollar that we can get for the 20 promotion of Lifeline because it's a wonderful program, but it 21 does represent a flow of value from people who do not receive 22

Lifeline to those who do. And our petition, I believe, was designed to make that split where I felt that it was most equitably done, but again, you know, every dollar we can get

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for Lifeline is good, and I would go for the whole ball of wax
 if I thought that made sense, but --

COMMISSIONER JABER: And I -- obviously, you know, I agree with you with respect to the Lifeline program. I think the part thus far that has me leaning toward the primary is the part of the customer perception to avoid what might look like an increase in a phone bill because of the surcharges associated with the number pooling cost recovery mechanism.

MR. McLEAN: Yes, ma'am. I think that's a very good 9 Because of my firm belief in Lifeline is a way to -- in 10 point. 11 this time of transitional issues in the telecommunications 12 industry, it is a way to insulate folks who need some help. 13 I'm really a strong supporter of Lifeline; I know you are too. And I would simply draw the line in a different place than 14 15 you're suggesting than the primary would because I think the 16 first alternative is the best point to draw the division. But 17 of course, reasonable minds can differ on that issue.

18 COMMISSIONER JABER: And then my final question, 19 Mr. Chairman, goes to staff. I have to tell you, staff, I was 20 taken back by the language used in the recommendations that 21 would have us directing OPC to do anything. I don't think you 22 mean it that way, but I don't think the PSC has the authority to direct Public Counsel to do anything. We might respectfully 23 request they take care of some things for us, even if it is 24 25 Mr. McLean. So why such strong language? Was there a reason,

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1	or is it what I think, that you didn't mean to use that word?
2	MR. CASEY: An attorney didn't write this. It was me
3	and I didn't think of the legal complications of it.
4	COMMISSIONER JABER: Mr. Casey, is it that you want
5	is to actually approve the plan for implementing the
6	lisbursement of the Lifeline money? And if that's the case,
7	I'm not following you on why that is necessary.
8	MR. CASEY: We commend OPC and BellSouth for what
9	:hey've been doing so far. They've been doing a great job,
10	inking Solutions too. Regardless of which option is chosen,
11	:here's a lot of money here, and we just want to make sure that
12	it goes to not the proper place but goes to the most
13	cost-efficient programs. We do have a new statute that is in
14	⇒ffect that asked that all state agencies work together to
15	promote Lifeline and Link-Up, and we believe that's what we
16	should be doing.
17	COMMISSIONER JABER: But, you know, the other part of
18	that statute goes beyond Public Counsel and the companies. It
19	involves many other state agencies. And there's a door that
20	Jets opened with language like this and Commission approval
21	that frankly shifts the burden on this agency. There is a
22	perception that the burden gets shifted to this agency to look
23	at what Elder Affairs is doing or remind me, what are some
24	of the other agencies? The Department
25	COMMISSIONER DAVIDSON: DCA, DCF.

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COMMISSIONER JABER: -- of Children and Family 1 2 Services, what this agency itself has done or could do going forward. And it seems to me that there is an informal way to 3 accomplish what you're trying to do without formalizing the 4 5 process. Have we explored some of those potential opportunities with the people at the table? 6 7 MR. CASEY: No, we haven't sat down and talked with them. 8 9 MS. BULECZA-BANKS: If I could interject. One of our 10 concerns wasn't trying to dictate so much where the moneys was 11 spent, but more concerned with us was -- a lot too was timing. 12 And we were just concerned that we didn't want the moneys to 13 sit there and not go unused in some kind of timely fashion. That was some of the concerns. We want to make sure it was 14 getting out there and making a difference with the moneys that 15 are available. 16 17 COMMISSIONER DAVIDSON: Chairman. 18 CHAIRMAN BAEZ: Commissioner Davidson. 19 COMMISSIONER DAVIDSON: Thank you. I'd like to start just by sort of commending Commissioner Jaber and Chairman Baez 20 because I think the agency has done a very good job in past 21 22 years and outreaching and working informally with other 23 agencies and coordinating. Both Commissioner Jaber as Commissioner, when she was Chair was aggressive on Lifeline and 24 25 Chairman Baez likewise now.

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1	I do share Commissioner Jaber's concern with the
2	language, and I'm fairly strongly opposed to any requirement
3	that OPC and the company submit a proposal to the Commission
4	for preapproval and that concern is grounded in several
5	reasons. One, we're not the one spending the dollars. We're
6	not the ones in the market. We're not the ones who have
7	ownership of the business plan. I do think it is inherently
8	bureaucratic. Ultimately, the success or failure of this
9	program rests squarely on the backs of the company and OPC.
10	And either they will meet that challenge or they will not. If
11	they do not, they will probably hear harsh words from us, but
12	more importantly, I think this will be addressed legislatively.
13	I would be very comfortable just sort of personally
14	if I was the owner of this project, developing a business plan,
15	knowing what my deliverables were, having complete ownership of
16	the plan, being in the market, having control over the
17	resources, I am comfortable that I would be able to give it my
18	best to meet those goals. What I'm very concerned with here is
19	what Commissioner Jaber mentioned. We all of the sudden sort
20	of shift the burden as if this is our program and plan, and we
21	may approve something that with all the well-intentioned
22	foresight in the world we think will work and then it fails and
23	it is on our back. It needs to be on their back. It needs to
24	be on the company and OPC, and they will again either meet the
25	burden or not.
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1 I think having some prior approval here again with all the well-intentioned foresight is just having too many 2 cooks in the kitchen. We do not own this plan. It is their 3 olan. We've given strong indications before as to what needs 4 5 to occur, and frankly, subscribership needs to come up; plans 6 need to be developed. But they need to have -- OPC and the 7 company need to have the flexibility to do what they think is 8 best to meet their statutory and other duties to enhance the program. So for that reason, I'm very strongly opposed to that 9 10 requirement.

11 I think reporting requirements are good. It brings 12 information to the Commission, and we can see on a quarterly 13 basis after some reasonable time whether or not the programs are working. And I think that will then lead to the company 14 15 and OPC and staff working collaboratively, along with other 16 agencies, based on the data to say, hey, this program is not 17 working, or you know what? This little program seems to be 18 having a great return. Maybe let's expand this into something 19 else. So I think once we put a stamp of approval on there we 20 make it bureaucratic. We engage the Commission in something it probably shouldn't be doing. We do have oversight and control 21 22 authority coming on.

On the alternatives, just as I sit here, my own
preference is for the first alternative because I think it
strikes a reasonable balance between complete offsetting and no

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offsetting, but that's just my own view. And I know reasonable
 minds can differ. Commissioner Jaber, her first instance was
 on the primary, so I would, you know, just like to hear further
 discussions as to the options.

5 Alternative 1 seemed to be, for lack of a better 6 term, a good way to sort of split the baby, achieve all the 7 goals. We do have a number pooling order out there. The 8 alternative allows some offsetting of costs but not complete 9 offsetting. So those are my thoughts on the rec.

10 CHAIRMAN BAEZ: Commissioners, any other questions?
 11 COMMISSIONER DEASON: I want to hear from BellSouth.
 12 CHAIRMAN BAEZ: I know that Ms. White is waiting to
 13 address us. So go ahead, Ms. White.

14 MS. WHITE: Very briefly. We support Alternative 1 15 mainly because it's the closest to the joint petition that we 16 filed. We have no problem with staff working with OPC and 17 BellSouth and coming up with a plan. We too have concerns 18 about getting preapproval. If you go back to the settlement 19 agreement that was between BellSouth and OPC on this matter, it 20 said if we were unable to agree on a plan, then we would go to 21 the Commission, and that might be something that could work in 22 this instance. Staff, OPC, BellSouth work together, and if any one of the three disagree with the plan, then they could take 23 24 it to the Commission.

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The only other issue we have is if you go to

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1	Page 8 of the recommendation, the very bottom of the Page
2	Number 4, this is in the reporting requirements. We have no
3	problem with these reporting requirements except when you get
4	to Number 4, which is the very last one on that page, where it
5	asks for the identification of the organization originating
6	each Lifeline application, i.e., Department of Children and
7	Families, OPC, Consultant, BellSouth Direct Contact. And the
8	only issue we have is where it says "Consultant" because what
9	happens is the consultant goes out and holds educational
10	workshop type things. Then the people that have been at that
11	workshop will either call OPC or call BellSouth directly. I
12	don't want us to have to add a layer of bureaucracy to our
13	thing, our process by saying, how did you hear about Lifeline?
14	That's what we'd have to do to get whether it came from the
15	consultant or not. So I guess to the extent we know we can
16	comply with this, but that is the only tiny issue I see about
17	that consultant part, that we may not know unless we add
18	something and I'd rather not add something.
19	CHAIRMAN BAEZ: Thank you, Ms. White.
20	Questions of Ms. White?
21	COMMISSIONER JABER: Ms. White, this is really a
22	comment and not a question. I see your point with respect to
23	the consultant. I have to tell you though, adding a line like
24	that, not for this purpose, but might help you all gauge what's
25	been effective, being able to measure the effectiveness of what

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you've implemented. So I hear what you're saying, and I'm not 1 2 necessarily wed to having you all report it for purposes of the agency, but I would suggest you reconsider on your own adding 3 that question because that will help you gauge what would be 4 effective going forward. 5 MS. WHITE: Well, and I think that you're right. 6 Ι 7 think if you look at 2 and 3, the criteria developed to 8 evaluate the effectiveness and the analysis performed to 9 evaluate the effectiveness, this could very well come up there. 10 I just didn't want to have it in there from the beginning when 11 I'm not sure how it would just kind of blow things up right 12 now. 13 CHAIRMAN BAEZ: Commissioner Deason, did you 14 have questions? 15 COMMISSIONER DEASON: Well, let me follow up. Т 16 guess, Ms. White, I don't have at this point an appreciation of 17 your concern. Can you repeat it again? 18 MS. WHITE: Right now, with Linking Solutions, which is the consultant that OPC and BellSouth have hired, they go 19 20 out and hold workshops. It can be in community centers; it can 21 be done with any of the state agencies. And that's where they 22 will educate people about Lifeline and Link-Up. And they will give information; they will give talks about it; and they'll 23 give out written information. They don't sign up people there, 24 to my understanding. The people will then go back and either 25

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1	all OPC to sign up with Lifeline or call BellSouth directly to
2	sign up with Lifeline. And right now, we don't ask them, how
3	lid you hear about Lifeline? We just sign them up.
4	COMMISSIONER DAVIDSON: Well, if they're signing up
5	with you or OPC, that answers it. If they're signing up
6	:hrough a consultant, that answers it. I mean, it seems
7	MS. WHITE: Well, I mean, under Number 4, what we
8	vould say is they either came from OPC or it was a direct
9	contact with BellSouth, but we don't know whether it was the
10	consultant that spurred the direct contact with BellSouth or
11	the call to OPC. So it's kind of going behind that one step.
12	COMMISSIONER DEASON: Well, I don't think the intent
13	is for you to report something you don't know.
14	MS. WHITE: Okay. And that's fine. I just wanted to
15	make sure of that.
16	COMMISSIONER DEASON: I guess I was just missing it.
17	MS. WHITE: And maybe I was just being too detail
18	priented.
19	COMMISSIONER DEASON: Okay.
20	CHAIRMAN BAEZ: Any other questions, Commissioners?
21	COMMISSIONER DEASON: At some point I need to address
22	some of the things that are here, but, I mean, I'm willing for
23	further questions to be asked.
24	CHAIRMAN BAEZ: I just have a couple of questions for
25	my own clarification. Mr. McLean, you mentioned as part of

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1 your presentation that there was currently -- and again, recognizing that it's under a settlement that this Commission 2 3 approved once upon a time, there's \$850,000 --4 MR. McLEAN: I believe so, yes, sir. 5 CHAIRMAN BAEZ: Any numbers as to expenditures to date? 6 7 MR. McLEAN: No, sir, I don't. I'm sorry. I could have brought that and didn't. 8 9 CHAIRMAN BAEZ: Mr. Criser is raising his hand. 10 MR. CRISER: Commissioners, Marshall Criser for 11 BellSouth. One slight clarification to that dollar amount. Ι 12 believe the 850,000 represents the settlement with BellSouth 13 and with Sprint. The specific BellSouth dollars were \$550,000. 14 CHAIRMAN BAEZ: Do you have the expenditure numbers? 15 MR. CRISER: I'm not trying to be cute, but to date 16 the amount spent was \$247,916.96. 17 CHAIRMAN BAEZ: To the penny, sir. 18 MR. CRISER: We are trying to be very careful to 19 make --20 CHAIRMAN BAEZ: And just for perspective, how long 21 has that -- at least your figures been --22 MR. CRISER: The real spend rate on that would have been since May of 2003. Prior to that time, we were in the 23 process of working with Public Counsel to develop a program. 24 So May was the launch of that program, and that's the dollars 25

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1 for that period.

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we want this to go to.

2 CHAIRMAN BAEZ: So roughly 16 months, give or take --MR. CRISER: I'd say roughly that. 3 CHAIRMAN BAEZ: -- 16, 18 months at 227, you said? 4 MR. CRISER: I'm sorry? 5 CHAIRMAN BAEZ: 6 227. MR. CRISER: 7 247. CHAIRMAN BAEZ: 247. 8 9 MR. CRISER: That program will continue on a 10 going-forward basis. I think what we're looking at in the face of this recommendation in front of you today though is trying 11 12 to not just more of the same, but, you know, we have issues 13 with multilingual customers, and therefore, we're looking at 14 agencies or others who can help us in multilingual campaigns. 15 We're looking at other ways that we can -- I quess if I had a vision for this thing, I'm looking for the day when an event in 16 17 Miami is covered by the press in Jacksonville and Tallahassee 18 and not just in Miami. And so I think that's a piece of what

CHAIRMAN BAEZ: One other question. And I guess Mr. McLean had the bulk of the presentation on it, so that's why the question is to you, Mr. McLean. You mentioned -- you also alluded to some kind of agreement that you all had discussed or attained on some level. Any comments on the agreement, any characterizations of the agreement, any details

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that you're at liberty to discuss?

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2	MR. McLEAN: Yes. I don't think either BellSouth or
3	I would want to keep a secret. We simply have an agreement to
4	spend this money and to obtain the same sort of results that we
5	hope to obtain in the settlement between us, to use it in the
6	spirit the same letter and spirit that we agreed to that
7	Jack and Bell agreed to a couple of years back. So it wants
8	for detail, but it also lacks problems. We have not had any
9	problems. We have not had critics to say that we should have
10	done things differently. So again, we don't want to beat the
11	solution in search of a problem too hard, but that's the way we
12	view it. We haven't had a problem thus far.
13	CHAIRMAN BAEZ: And before Commissioner Deason makes
14	his comments, I just wanted to clear up for everybody what my
15	particular concerns are, although I don't disagree with
16	anything that Commissionen Jahan said is towns of sensoring as

16 anything that Commissioner Jaber said in terms of concerns as 17 well as Commissioner Davidson. I think, you know, perhaps this 18 prior approval isn't appropriate because it does put the 19 Commission in a bind of sorts, and I see the logic of trying to 20 avoid those kinds of situations.

My concern has always been, first of all, that we get the most efficient efforts out there. While I too commend the grassroots efforts that have been going on, I've had the pleasure and the honor of attending and participating in many of them. I think they do a great service for the limited

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constituencies that they address at any given point in time.
 That, I believe, has been a success.

This is a lot of money. And that's a good thing and 3 4 a bad thing, frankly. First of all, my concerns have always 5 been not to create a situation where it's a blank check that creates this pool of money over which those that rightfully б 7 should have the responsibility in executing any plan as they 8 see efficient and fit to be fighting over and then nothing gets done. And at the end of the day, all you have, you've somehow 9 created this jurisdictional pool of money, because I do believe 10 11 that the Commission, although we shouldn't have prior approval, 12 it is in fact jurisdictional dollars that are being provided or 13 freed up for this kind of activity that it winds up being a blank check that goes nowhere. And that's why personally I 14 15 would have been more interested in seeing more -- even at a 16 conceptual level more detail as to what you all intended on 17 I have every confidence that those details would get doing. 18 filled in in the near future and that the Commission, whether prior approval or not, would have some, (a), participation and, 19 (b), knowledge of it as well. It stands to reason. So in that 20 21 sense, I'm comfortable not having prior approval because the downside to that has already been stated. 22 23 COMMISSIONER BRADLEY: Mr. Chairman, while you're on

24 25 that --

CHAIRMAN BAEZ: Yes. Go ahead, Commissioner.

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1 COMMISSIONER BRADLEY: -- particular point. If we 2 took the terms -- well, the statement "prior approval" out and 3 instead used the language "staff will come back in 60 days with 4 the plan to spend the Lifeline money," would that give you a 5 little bit more comfort?

CHAIRMAN BAEZ: I'm not sure that that wouldn't work. 6 7 I mean, that would be fine with me. It may be more than -- I mean, from my perspective, I'd be satisfied as to the staff's 8 9 inclusion from the perspective of, you know, either making -being part of the discussion. Naturally, you all have 10 11 expressed an already existing agreement between you that if no 12 agreement can be reached, that somehow it floats on up to the 13 Commission, and that gives me perfect comfort that -- hopefully 14 it never happens, but in the event that it will be necessary, 15 there's a process by which that would happen and let us join 16 the discussion, if you will.

17 So, Commissioner Bradley, as to your suggestion, I 18 don't know that it's any -- you know, I think the language of 19 participation and having staff included in the discussion 20 remains. I mean, I don't know if there's consensus on that or 21 not, but it would serve that purpose. I think as a practical 22 matter the staff would still be involved, and I'm sure that the 23 parties are anticipating that kind of participation.

But just in order to bring a close at least to what my concerns once upon a time were is that I wouldn't want this

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1 Commission to free up what are otherwise jurisdictional dollars 2 that will just go and sit and go nowhere. That's the reason 3 for my question as to how much money has been spent so far. It's been something short of 50 percent over the course of a 4 5 year. I don't have any basis to say that that's too much or too little. 6 7 My words of encouragement are, as Mr. Criser has 8 alluded to, think big. This is a pot of money that can do a 9 lot of good on a very broad basis. And, you know, I have every 10 confidence that you all will be considering more expansive 11 programs than just at the grassroots level. 12 With that, Commissioner Deason, I know you have a few 13 things to say, and you have the floor. 14 COMMISSIONER DEASON: Okay. Thank you. First of 15 all, just let me say at the beginning that I want to 16 acknowledge the efforts of BellSouth and Public Counsel and our 17 staff in this regards and for them coming forward with an innovative proposal, one that addresses a need that exists out 18 there, hopefully to try to provide some additional funding for 19 20 a very worthwhile program. I think that it is notable for the 21 fact that they have been able to reach consensus on that, and I congratulate them for that. However, I have some very serious 22 problems with what we're doing here today or potentially doing 23 24 here today. 25 We have three alternatives: A primary, a

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1 first alternative, and a second alternative. I'm going to 2 speak to those for just a moment. To me, of those three, I end to support the primary and for this reason. If we do not 3 allocate enough of the unrefunded amounts, if we do not 4 5 allocate that to cover 100 percent of the number pooling costs, in essence, this Commission, maybe not in a strict legal sense, 6 7 out in a practical sense, this Commission would be approving a surcharge on the general body of ratepayers to fund a Lifeline 8 That would be the practical effect. Now, this -- my 9 program. comment is in no way derogatory or anti-Lifeline. What I'm 10 11 saying is I'm not sure this Commission has the authority to 12 approve a surcharge on the general body of ratepayers to 13 promote any program, even one as worthwhile as Lifeline. So I 14 have a very fundamental problem with what we're doing if we 15 approve anything other than primary.

16 Now, taking a step further. I have some concern 17 about even approving primary, not with the allocation of the 18 unrefunded amounts towards offsetting the surcharge that would 19 otherwise exist for the number pooling costs, but the fact that 20 the normal flow of this money, the excess would go back to the 21 Treasury of the state of Florida which would go back to the 22 Legislature. And I think it is basically a legislative call as 23 to how the resources of this state are used to fund any 24 worthwhile service or project, whether it's Lifeline, 25 education, healthcare, whatever may exist out there. So I

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think that to some extent we're overstepping our bounds by
 approving any of these alternatives.

I would be much more comfortable with approving the 3 primary recommendation with the 1.6 million excess, just taking 4 5 its normal flow going back to the state of Florida with the 6 recommendation to the Legislature that it be used for Lifeline. 7 But I think that is a legislative call. They may look at that 8 and look at it as seed money and want to allocate even more. And I think by doing that we avoid a lot of the problems that 9 10 have been expressed here at the bench, which I agree with, is 11 who has responsibility, who creates the criteria, what criteria 12 are used, who all is involved, is it just Public Counsel and 13 the company, do we involve Elder Affairs, do we involve another 14 agency, Children and Families? I think that is a legislative 15 call. They may want to take the 1.6 million and allocate it to the budget of Children and Families and give them that 16 17 responsibility and determine what criteria Children and 18 Families is to utilize in promoting Lifeline. I don't know, 19 but I think it is a legislative call and not a call of this 20 Commission. So those are the problems that I am having.

This is, to my knowledge, and I may need to be corrected, but to my knowledge, this is the first time that this Commission would be taking funds that were to be allocated to the general body of ratepayers in some form and instead taking part of it and allocating it for a special purpose

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project regardless of the fact that the project here is very 1 worthwhile. In the past when there are funds to be refunded, 2 3 it is a direct refund to the customer, and then in the past if there were excess amounts, it was used in some form that would 4 5 senefit the general body of ratepayers. It was used to offset some type of other general accounting costs of some sort or it 6 7 was used to add it to depreciation reserve which had the effect of reducing rate base which benefited the general body of 8 ratepayers, not a segment of ratepayers. And I think we're on ·9 10 a course here that I'm uncomfortable with. 11 Now, I welcome feedback from fellow Commissioners because I may be looking at this totally wrong, but I feel 12 13 compelled to express what my concerns are. 14 CHAIRMAN BAEZ: And just as a clarifying question to 15 staff, the 2,970,000 in the primary staff recommendation, that represents the number pooling costs in their entirety? 16 17 MR. CASEY: Yes, sir. 18 CHAIRMAN BAEZ: So as a result of -- I mean, assuming 19 a primary were to be adopted, the number pooling costs, we 20 would avert a surcharge completely --21 MR. CASEY: Yes, there would be no surcharge. 22 CHAIRMAN BAEZ: Okay. Commissioner Bradley, you had 23 a guestion? 24 COMMISSIONER BRADLEY: Well, I can give you some feedback. My inclination would be to pay off the entire 25 FLORIDA PUBLIC SERVICE COMMISSION

1	surcharge and use the remainder for Lifeline. I guess the
2	second option pays off half of the second alternative, I
3	think, correct me if I'm wrong, pays off half of the surcharge?
4	MR. CASEY: Under Alternative 2 there would be a
5	surcharge I'm sorry, under Alternative 1 there would be a
6	surcharge, but it would only be 20 cents rather than 48 cents
7	per access line.
8	COMMISSIONER BRADLEY: So that would be the
9	equivalent of paying off half of the surcharge.
10	MR. CASEY: Approximately, yes, sir.
11	COMMISSIONER BRADLEY: A compromise would be to pay
12	off instead of paying off the entire amount or paying off
13	half of it would be to pay off three-quarters of it and use the
14	remainder for Lifeline?
15	CHAIRMAN BAEZ: That's certainly, I would assume, one
16	of the alternatives. I mean, this is merely line drawing.
17	COMMISSIONER JABER: Here's my concern, Commissioner
18	Bradley, if you'll allow me to just interject a concern related
19	to that. We did by Commission order, separate Commission order
20	allow the company to recover the costs for number pooling.
21	When we start dividing whether it's half or three-quarters,
22	when you start dividing it even more, it begs the question it's
23	not frankly our problem, really it's their problem with respect
24	to is it administratively worth it to assess that surcharge.
25	Now, I'm okay with that in terms of being an issue they need to

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1 liscuss and think about, but from a legal standpoint, are we
2 then moving away from a decision we already made? Are we in
3 effect from a legal perspective reconsidering or vacating a
4 decision we already made? I think to the degree there are
5 compromises to be made, the only compromise is primary versus
6 Alternative 1. And I go back to what I said earlier.

7 I hear what Commissioner Deason is saying, and I 8 would love for Mr. Melson to respond to the concern on whether 9 it's in our authority or purview to deal with the remainder of 10 the money and use it for Lifeline/Link-Up, but I just think the 11 primary allows us to deal with the number pooling cost recovery 12 without the company having to assess a surcharge that's going 13 to look like yet another increase on the phone bill. And, you 14 know, we've been given an unexpected opportunity to deal with 15 it, and perhaps we should consider seriously taking it.

16 COMMISSIONER BRADLEY: Well, I agree. The primary17 seems to be the cleanest.

COMMISSIONER DAVIDSON: Well, if I can speak up, and 18 19 I agree wholeheartedly with Commissioner Jaber's concern. Sort 20 of the other view, and I don't support this, but Alternative 2, 21 which I'm not supporting, is also a very sort of pure, clean 22 approach because this Commission better or worse has ordered 23 that cost recovery for number pooling be allowed. The company 24 has that right to seek that cost recovery and apply that to the 25 bills. That said, Alternative 2 recognizes their legal right

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1	to impose that. I mean, we have ordered that again better or
2	worse. And it's certainly within their discretion whether to
.3	choose to do that or not. And it does get a little messy when
4	we start splitting it because we've ordered it. So either we
5	revisit that prior order, which I'm not suggesting, or we stand
6	by it, which entitles the company to recover that. Sort of the
7	extreme between the primary and Alternative 2 was really the
8	reason I thought Alternative 1 was just a clean break in the
9	sand. It's sort of really splitting the baby between the
10	primary, which I think is legally sound, and the alternative,
11	which I think is legally sound. With that said
12	COMMISSIONER BRADLEY: Let me ask a clarifying
13	question. Just for the record, under the primary, how much
14	would be available to OPC to use for Lifeline?
15	MR. CASEY: Approximately \$1.6 million, sir.
16	COMMISSIONER BRADLEY: And the remainder would go to
17	pay off to not create a situation that requires a surcharge.
18	MR. CASEY: Yes, sir, that would eliminate the
19	surcharge.
20	COMMISSIONER BRADLEY: Under the first alternative,
21	what would the numbers look like?
22	MR. CASEY: Okay. Lifeline and Link-Up would receive
23	approximately \$2.8 million. There would be a remaining
24	approximately \$1.8 million which could be offset against the
25	number pooling cost recovery. That would leave a remaining

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1	balance of approximately \$1.2 million that would be in a
2	surcharge.
3	COMMISSIONER JABER: Mr. Chairman, let me ask legal a
4	question with regard to the point Commissioner Deason made.
5	Are you ready for that?
6	CHAIRMAN BAEZ: Commissioner Jaber, if you can hold
7	on. I'm not sure if Commissioner Bradley was done with his
8	questions.
9	COMMISSIONER BRADLEY: Thank you, Mr. Chairman. The
10	more we disuses this
11	CHAIRMAN BAEZ: The harder it gets?
12	COMMISSIONER BRADLEY: Well, the more my instinct
13	tells me that the primary recommendation sounds like the best
14	deal for all concerned. After all, the customers contributed
15	these dollars, and I think that they need to get their fair
16	share of it with respect to offsetting the number portability
17	charge. By all means, I firmly believe that we need to do
18	everything within our means as a body to help implement the
19	initiation of Lifeline and Link-Up. And I don't know how we
20	get there.
21	CHAIRMAN BAEZ: Thank you, Commissioner.
22	COMMISSIONER BRADLEY: And I'm curious, I think I'm
23	anticipating what Commissioner Jaber is going to ask. What is
24	our legal authority as it relates to what was your question
25	going to be?

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1 COMMISSIONER JABER: Let me make a comment, 4r. Melson, and then set the question up for you. Commissioner 2 3radley has already done a fine job of transitioning us to this 3 juestion. Going back to my limited memory bank now of water 4 5 and wastewater refunds and how we dispose of water and wastewater refunds, I recall that grounded in law was a 6 7 fundamental understanding that those refund amounts are 8 jurisdictional. It's important to go back to why we have the 9 refund amount, which is, it's a result of the late payment 10 charge decision. 11 We made the decision to require BellSouth to return 12 assessments made for late payments, and these are moneys that 13 were -- that Bell was unable to refund. And that's a 14 jurisdictional amount. And it's my recollection that because 15 this agency has jurisdiction over that amount, we did things in 16 water and wastewater that were upheld like allowing the refund 17 money to be returned to the ratepayers by virtue of returning 18 them to rate base. In the case of water and wastewater, CIAC 19 comes to my mind. We've done things like allow the companies 20 to use money to set up conservation programs. I take the view 21 that Lifeline/Link-Up benefits the general body of ratepayers. 22 I need to understand from you whether from a legal perspective you think it's sound policy -- sound legal analysis to say, 23 24 one, we have jurisdiction over that money which allows us to 25 require the company to dispose of it as we deem to be in the

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public interest and, two, whether there's some legal analysis
 that supports the notion that the Lifeline/Link-Up program does
 benefit the general body of ratepayers.

MR. MELSON: I think on your first question you do 4 5 nave jurisdiction. I think Commissioner Deason was right that all other things being equal typically when you have an 6 7 inclaimed refund, that would revert to the State Treasury, but we've got rules that give us jurisdiction over the disposition 8 of those refunds. We typically in the order requiring the 9 10 refund specifically retain jurisdiction over any nonrefundable amounts, and the courts have said essentially that that 11 12 continues, in your terms, to make that money jurisdictional and 13 give the Commission control over it. So I don't think that we've got a legal problem with not allowing the money to revert 14 to the state. 15

On the second question of public interest, I don't 16 17 recall any cases beyond sort of the credit to CIAC context 18 where there's been a discussion of, you know, what use of those 19 moneys is in the public interest. And frankly, the CIAC is the 20 only one that really sticks in my mind. I know Commissioner 21 Deason mentioned credits to the depreciation and so forth. 22 Again, those pretty clearly affect the general body of 23 ratepayers because they affect the rate calculation for everyone. 24

25

When you get to Lifeline, I think you've got a closer

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1 uestion, but it seems to me that's something you all are going 2 o have the discretion to resolve as a matter of policy. Τ£ 'ou believe that Lifeline benefits the general body of 3 'atepayers, I think we can defend that if it were challenged. 4 In the other hand, I can see an argument could be made that it 5 6 loes not benefit the general body, and so without any precedent 7 me way or another, I think unfortunately it's a tough decision the five of you are going to have to make. 8

9 COMMISSIONER DEASON: Let me say something at this 10 point. And when I asked -- or made the comment, kind of teed 11 up the concerns I had, I think I indicated that I don't think 12 there's a problem -- I personally don't think there's a problem 13 in a strict legal sense. I'm not saying that we do not have 14 the legal authority to do this because I think that a very 15 persuasive argument could be made concerning the benefits of the Lifeline program, that it is something of a general public 16 17 penefit and that it could be sustained. The problem I have, I 18 guess, is one step removed from that, and that is, as I 19 indicated, if we approve anything other than primary, while it 20 may not be the legal effect, the practical effect would be we 21 would be approving a surcharge to benefit a worthwhile program. 22 That's something we have never done before. I think that is 23 more of a legislative call than it is for this Commission to do 24 that.

25

And then let me -- one step further. We've had a lot

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1	of discussion about what is the structure of the program going	
2	to be, who's accountable, what reports have to be made, who at	
3	the end of the day is going to have to say it was successful or	
4	not successful. Those to me are legislative matters and that	
5	the preferred alternative is one that is not even listed here	
6	and that is that the 1.6 million go to the Treasury of the	
7	state of Florida. It's funds that are available for the	
8	Legislature to allocate as they see fit. They allocate it to	
9	whom, and they put the parameters on the program as to how	
10	those funds are to be utilized, who is responsible, what	
11	reports have to be made, and what is the goals and criteria to	
12	be utilized in that program. That to me is where the	
13	responsibility should be, and that's just the preference that I	
14	have.	
15	MR. McLEAN: Mr. Chairman, could we speak very	
16	briefly to that issue?	
17	CHAIRMAN BAEZ: I think Commissioner Davidson had	
18	either a question or a comment before we take up your	
19	MR. McLEAN: I'm sorry.	
20	COMMISSIONER DAVIDSON: I sympathize with	
21	Commissioner Deason's concerns. Unfortunately, we've already	
22	approved this number pooling cost recovery.	
23	COMMISSIONER DEASON: I'm not challenging the cost	
24	recovery at all	
25	COMMISSIONER DAVIDSON: And I understand that.	
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1	COMMISSIONER DEASON: even though I disagreed with
2	it at that time, but I'm not challenging it.
3	COMMISSIONER DAVIDSON: To move this along, I'm going
4	to move staff's primary recommendation with deleting the
5	requirement that OPC, BellSouth, and PSC submit to the
6	Commission a proposal for spending Lifeline dollars to
7	Commission approval. So I'm moving primary rec with a deletion
8	of the requirement that a proposal be submitted to us for
9	preapproval.
10	CHAIRMAN BAEZ: And before we entertain a second, I
11	ion't want to shut Public Counsel out. If he sees it
12	absolutely necessary
13	MR. McLEAN: Well, I never want to snatch victory
14	from the jaws of defeat, but I did want to mention one thing.
15	I too as a direct legislative employee had the same concerns
16	you had, Commissioner Deason, but let me point this out. The
17	path of the money to the benefit of the general body of
18	taxpayers of the state is not all that clear. Chapter 717,
19	which is the unclaimed property statute, provides, first of
20	all, that things go to the state unless otherwise provided by
21	law, and I think Mr. Melson addressed that fairly well. It's
22	jurisdictional money.
23	Second and probably most troubling is there's a
24	five-year path. Once it gets into the hands of the state,
25	they're not free to simply spend it as they wish. But

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1 according to my reading of Chapter 717, it's very likely that 2 it has to stay within the grasp of the state for five years for 3 potential claimants, and after that time, they might be able to 4 use it for general revenue.

5 COMMISSIONER DEASON: So those are potential 6 claimants that could not be found according to the refund 7 process that has been in place that at some future time they 8 can make a claim for that?

9 MR. McLEAN: Yes, sir. And I'm not an expert in the area, I promise you that. But it seems to me in reading the 10 11 statute, like I say, the path for the Legislature to be able to 12 appropriate that money is not all that clear, and second, it's 13 probably going to take five years to do it. That's according 14 to my reading. So the point, of course, is that that money may 15 not be available for Lifeline for at least five years. But I 16 shared that issue about legislative discretion because I work 17 for the Legislature, but I think this is a reasonable way to 18 resolve a rather difficult situation.

CHAIRMAN BAEZ: Thank you, Mr. McLean.
 COMMISSIONER JABER: Mr. Chairman, for the reasons
 I've already articulated, I would second the motion.

22 CHAIRMAN BAEZ: There's a motion and a second. All 23 those --24 COMMISSIONER DEASON: Let me say one thing. I'm

25 going to support the motion because I think it is something

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hat we legally can do, and I support the concept. It's just
 ot my preferred alternative, which I've indicated the reasons
 thy, but I am going to support the motion.

CHAIRMAN BAEZ: Fair enough. And I would thank 4 5 commissioner Davidson and Commissioner Jaber for the motion and 6 :he second. And before we go ahead and vote I'll say, while in 7 a perfect world I would have loved to see a situation where we 8 :ook all the money for Lifeline, I feel that the money can be 9 sest used to promote a very worthwhile program, but there are 10 infirmities to doing that. And it seems to me that while we 11 lid create an obligation on the part of the customers in BellSouth's case in particular to bear the recovery of number 12 pooling costs, I think this has been very fortunate to offer us 13 14 an opportunity to address that without negative impact on the 15 customers. So as much as I would have liked the number to be 16 nigher on Lifeline, I do recognize that we have been -- what I 17 think is going to turn out, we have been responsible with our shepherding of jurisdictional funds. So I would also be 18 19 inclined to support the motion.

And, you know, having said that, there's a motion and a second to approve the primary -- staff's primary recommendation as modified to exclude the hard -- at least the hard requirement of prior approval. I hope I'm not putting words into your mouth, Commissioner Davidson.

COMMISSIONER DAVIDSON: No.

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ı	CHAIRMAN BAEZ: All those in favor say, "aye."
2	(Unanimous affirmative vote.)
3	CHAIRMAN BAEZ: All those, "nay." The motion passes
4	manimously. I want to commend everyone that had any
5	nvolvement in this whatsoever. I think staff did a great job
б	of bringing us some good alternatives and good discussion. I
7	vant to thank the company and last but not least Public Counsel
8	for bringing this to
9	COMMISSIONER DAVIDSON: Move staff on Issue 2.
10	CHAIRMAN BAEZ: Move staff of Issue 2. Is there a
11	second?
12	COMMISSIONER JABER: Second.
13	CHAIRMAN BAEZ: And a second. All those in favor
14	3ay, "aye."
15	(Unanimous affirmative vote.)
16	CHAIRMAN BAEZ: Thank you all.
17	MR. McLEAN: Thank you, Commissioners.
18	COMMISSIONER JABER: And 3.
19	CHAIRMAN BAEZ: Oh, and 3. I'm sorry.
20	COMMISSIONER DAVIDSON: Move staff on Issue 3.
21	COMMISSIONER JABER: Second.
22	CHAIRMAN BAEZ: A motion and a second. All those in
23	favor say, "aye."
24	(Unanimous affirmative vote.)
25	CHAIRMAN BAEZ: Issue 3 is approved. Thank you very
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1	much. Is there an Issue 4?	
2	COMMISSIONER DAVIDSON: Let me pull my can we	
3	reconsider that vote?	
4	CHAIRMAN BAEZ: Motion reconsider?	
5	COMMISSIONER DAVIDSON: Move to reconsider Issue 3.	
6	CHAIRMAN BAEZ: Is there a second?	
7	COMMISSIONER JABER: Second.	
8	CHAIRMAN BAEZ: And there's a second. All those in	
9	favor say, "aye."	
10	(Unanimous affirmative vote.)	
11	CHAIRMAN BAEZ: I hear where you're coming from.	
12	Issue 3 has to be modified.	
13	COMMISSIONER DAVIDSON: I would actually move that	
14	the docket be closed because they're not coming back with a	
15	plan.	
16	CHAIRMAN BAEZ: Mr. Susac, is that exactly what's	
17	necessary, I mean, just that the docket be closed?	
18	MR. SUSAC: Let me have one second, Chairman.	
19	CHAIRMAN BAEZ: Okay. Commissioner Davidson, the	
20	reason for my pause is, you know, it might not be that simple.	
21	COMMISSIONER DEASON: Reports will be required, but I	
22	don't suppose you have to have a docket open to file a report,	
23	do you?	
24	MR. SUSAC: Yes, I believe that docket well,	
25	Docket 000733 should remain open while Docket 001503 can be	

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لد	closed.
2	COMMISSIONER DAVIDSON: Why would 733 remain open if
3	we've deleted the requirement that the parties come here with a
4	plan for approval? As Commissioner Deason pointed, I mean,
5	they're now subject per this order to biannual court reporting
6	requirements. So staff is free to open a docket if needed in
7	response to the reporting, but there's no plan that we're
8	approving.
9	MR. SUSAC: My misunderstanding. You are correct,
10	Commissioner.
11	COMMISSIONER DAVIDSON: So move that both dockets be
12	closed.
13	COMMISSIONER JABER: Second.
14	CHAIRMAN BAEZ: A motion and a second. All those in
15	favor say, "aye."
16	(Unanimous affirmative vote.)
17	CHAIRMAN BAEZ: Thank you all.
18	(Agenda Item Number 5 concluded.)
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1 TATE OF FLORIDA ) CERTIFICATE OF REPORTER 2 OUNTY OF LEON ) 3 I, TRICIA DEMARTE, RPR, Official Commission Reporter, 4 lo hereby certify that the foregoing proceeding was heard at the time and place herein stated. 5 IT IS FURTHER CERTIFIED that I stenographically 6 :eported the said proceedings; that the same has been :ranscribed under my direct supervision; and that this 7 ranscript constitutes a true transcription of my notes of said proceedings. 8 I FURTHER CERTIFY that I am not a relative, employee, 9 attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorneys or counsel connected with the action, nor am I financially interested in 10 the action. 11 DATED THIS 8th DAY OF NOVEMBER, 2004. 12 13 fricie Dem 14 TRICIA DEMARTE, RPR FPSC Official Commission Reporter 15 (850) 413-6736 16 17 18 19 20 21 22 23 24 25 FLORIDA PUBLIC SERVICE COMMISSION