

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO.: 120246-WS

REVISION TO RULE 25-30.335,  
CUSTOMER BILLING, REVISION  
TO RULE 25-30.350, BACKBILLING,  
ADOPTION OF RULE 25-30.352,  
UNAUTHORIZED USE, F.A.C.

COMMISSION  
CLERK

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PROCEEDINGS: RULEMAKING WORKSHOP  
  
TAKEN AT THE  
INSTANCE OF: The Staff of the Florida  
Public Service Commission  
  
DATE: Thursday, February 28, 2013  
  
TIME: Commenced at 1:30 p.m.  
Concluded at 2:29 p.m.  
  
PLACE: Betty Easley Conference Center  
Room 148  
4075 Esplanade Way  
Tallahassee, Florida  
  
REPORTED BY: LINDA BOLES, CRR, RPR  
Official FPSC Reporter  
(850) 413-6734

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APPEARANCES

FOR THE FPSC:

CINDY MILLER, ESQUIRE; PATTI DANIEL; BILL  
McNULTY; and SHANNON HUDSON, Commission Staff.

PATRICIA CHRISTENSEN and STEVE REILLY,  
ESQUIRES, and DENISE VANDIVER, Office of Public Counsel.

CARL SMITH, U.S. Water Services Corporation.

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

1  
2           **MS. MILLER:** Let's go ahead and get started.  
3 Welcome. Pursuant to notice issued, this time, date,  
4 and place were set for a staff workshop in Docket Number  
5 120246 on revisions to Rule 25-30.335, customer billing;  
6 to Rule 25-30.350, backbilling; and on new Rule  
7 25-30.351, unauthorized use.

8           I'm Cindy Miller with the Office of General  
9 Counsel, and with me are Patti Daniel, Shannon Hudson,  
10 and Bill McNulty of the Division of Economics.

11           We're glad to see you here today. We're  
12 trying to bring this rulemaking in for a good landing  
13 and place a recommendation on agenda in the near future;  
14 however, we continue to see some concerns.

15           Patti Daniel is going to provide a  
16 walk-through of the rules, and we will then welcome your  
17 comments and input. In addition, we have a list of  
18 questions at the back to discuss with you.

19           We have a court reporter who is transcribing  
20 this workshop. We ask that when you speak, you state  
21 your name each time and who you represent.

22           We've opened this for a telephone call-in  
23 number, and so far we have not heard anyone on the  
24 telephone. And if we do have anyone on the telephone,  
25 please go ahead and state your name.

1 (No response.)

2 Okay. We've left some materials over here:  
3 Copies of the rule packet; and some comments that were  
4 filed, I think, yesterday or the day before. And we're  
5 ready for Patti to please do a walk-through of the  
6 rules.

7 **MS. DANIEL:** Good afternoon. I think we've  
8 made a lot of progress on these rules. I know that  
9 there was a workshop last year, and a good discussion  
10 took place during that workshop. Comments were filed.  
11 We've taken those into consideration. We've had an  
12 informal meeting. We've gotten e-mails and other  
13 discussion going about these rules. And as Cindy said,  
14 I think we're very, very close. There are perhaps a  
15 couple of areas where there's still some concerns, but I  
16 think those are manageable. So I'm hoping that we can  
17 go to Agenda, as Cindy said, in the very near future  
18 with something that everyone will feel comfortable with.

19 But having been said, before we go through and  
20 discuss the rule provisions, I wanted to just start by  
21 giving you all a sense of where I think we are. So I'm  
22 going to quickly run down through the proposed changes  
23 and, to the extent that I can, tell you what I think is  
24 probably solid at this point and the areas that I think  
25 we probably still need maybe a little bit of discussion

1 on.

2 So with that, I'm going to start with Rule  
3 25-30.335, the customer billing. And in the first  
4 section that was added -- in (2)(a) we are now having  
5 the word "estimated" show prominently on the bill, and  
6 that makes that language more consistent with both the  
7 electric and gas industry. And I think that was one of  
8 the goals.

9 In part (b), this is something that is unique  
10 to the water industry. And in part (b) we are looking  
11 at estimated issues, estimated meter reading issues that  
12 are subject to the utility's control. And that  
13 particular provision is unique, as I said, to the water  
14 industry.

15 The -- in this rule in part (b), the second  
16 part of that, we are suggesting that a customer not  
17 receive an estimated bill more than four times in any  
18 12-month period. In the other industries, they take a  
19 little bit different approach. It says, "An actual  
20 meter reading must be taken at least once every six  
21 months." So those are differences, but I'm not hearing  
22 anybody indicate that that is a particular problem.

23 In part (c), there's some material there on  
24 the corner, and hopefully everyone has picked it up.  
25 I've read that provision (c) a number of times. There

1 are some just how it should be written issues and there  
2 are some substantive issues that need to be discussed  
3 with that provision.

4 I took the two sentences that currently exist  
5 and rewrote them into one sentence, and we'll discuss it  
6 in a little bit. But I hope you have a copy of that. I  
7 tried to stick to the essence of what's there now. And  
8 then as we begin our dialogue, we'll talk about how we  
9 might need to change that if there are concerns with  
10 respect to that.

11 There is a nuance in this one that is  
12 different than the electric and gas industry. And that  
13 is in addition to giving the utility contact information  
14 on these explanations of estimated bills, we're also  
15 going to include the Commission's toll-free complaint  
16 line number. And I think everybody is satisfied with  
17 that. There is a question about how much it would cost  
18 to get that information out there, but I think generally  
19 it's, it's a good condition.

20 Part (d) of that rule, I'm, I'm a little  
21 concerned about. It is requiring three years of detail  
22 on the number, frequency, and causes of estimated bills.  
23 And as I read through this rule in its entirety, there  
24 is a provision (7) at the bottom of .335 that requires  
25 the utility to maintain customer account records for two

1 years. So when we come back to having a discussion  
2 about these provisions, I'm particularly interested in,  
3 in understanding better what we gain from provision (d).  
4 I know there are some fine points there, but I want to  
5 really talk substantively about why provision (7) of  
6 that rule doesn't accomplish pretty much what we need.  
7 What, what is lacking there?

8           And just for point of interest, in provision  
9 subsection (8) of that rule, we had intended to delete  
10 subsection (8) of .335 because we are adding Rule  
11 25-30.351 as a new rule. And I think everybody is on  
12 board with that, but what we forgot to do is to delete  
13 it from this rule. It's -- in the electric and gas  
14 industry, they both have rules that provide conditions  
15 for unauthorized use. And that's what we were trying to  
16 do in the water industry, is have a unique rule that  
17 provides information with regard to unauthorized use,  
18 and so we just pulled it out of this existing rule. So  
19 that, that's what we need to talk about on that rule.

20           In 25-30.350, which is underbillings and  
21 overbillings, the new provision (b) there is, again,  
22 unique to the water industry. I think we've talked that  
23 one through, and it seems to be a good compromise. As  
24 far as I know, the comments that we've heard, everyone  
25 seems to be satisfied with that. There was a concern

1 about particularly utilities with inclining block rates,  
2 how they would be billed, and this is suggesting that we  
3 would assume uniform usage during the billing period.  
4 And I think I like that, and I'm not aware of any  
5 particular problems with that.

6 In part (2) of that rule, these follow what's  
7 in the electric and gas industry. We did receive a  
8 comment on provision (3), a concern about in the event  
9 of an overbilling, the customer may elect to receive the  
10 funds as a credit to future billings or as a one-time  
11 payment. And there was one comment that was received  
12 about if the one-time payment is a very minimal amount,  
13 having to cut a check for that. So we want to talk  
14 maybe a little bit about whether there is a remedy for  
15 that.

16 And then, as I said, we've added Rule  
17 25-30.351, which the language previously existed. So  
18 that's kind of my understanding of where we need to go  
19 with this discussion.

20 In the notice that we did of the rulemaking  
21 workshop, there are some questions on the last page of  
22 that notice. And I wanted to kind of use those  
23 questions to guide us through this discussion, at least  
24 as a starting point, if we can.

25 If you don't have them, the first question is:



1 What are the initial and ongoing costs associated with  
2 each of the four proposed provisions in Rule  
3 25-30.335(2)? I'm not going to just ask you all to give  
4 me a discussion of that until we get to each particular  
5 subsection. And as we go through the subsections, if we  
6 could come back to that question each time.

7 If we could just start then with question  
8 two: Should small systems, as defined in Rule  
9 25-30.110(4), F.A.C., be exempt from the proposed  
10 provisions of subsection (b) and (c) of the rule? And I  
11 wanted to see if anyone had any comments or thoughts on  
12 that suggestion.

13 **MS. CHRISTENSEN:** Good afternoon. Patty  
14 Christensen with the Office of Public Counsel. And with  
15 me are my colleagues Steve Reilly and Denise Vandiver.

16 I think from our perspective we would not be  
17 in favor of exempting the small utilities. Essentially  
18 our thought is that the purpose of having billing and  
19 doing actual billing is so that you get the accurate  
20 revenues and the customers are paying the right price  
21 for the service that they're receiving. And this is  
22 like a core, fundamental responsibility of providing  
23 water service. And Steve might be able to speak to this  
24 in more detail, but, you know, I think the smaller  
25 utilities are the ones most likely to end up trying to

1 do estimated bills, and that's a practice that we would  
2 like to be discouraging.

3 We want the customers to get the correct bill  
4 and get the -- billed for their actual usage. We want  
5 the company to be receiving the revenues based on the  
6 actual, you know, service that was rendered. And we  
7 think that's ultimately the goal that, you know, should  
8 be overriding the rule is you do actual meter readings.  
9 And I think that's, in the electric and the gas  
10 industry, that's kind of the standard that they have  
11 underlying the rule is you do actual meter readings  
12 unless there's a reason that you cannot.

13 So I think from our perspective all of the  
14 utility -- water utilities should be required to provide  
15 actual meter readings to their customers on a monthly  
16 basis.

17 **MS. DANIEL:** Thank you.

18 **MR. REILLY:** I agree with Patty. I mean, it  
19 is more imperative for them to get the billing right  
20 because of such few customers.

21 **MS. DANIEL:** Okay. All right. Mr. Smith, did  
22 you want to weigh in on that? You're good. You're  
23 good. All right.

24 You know, we wanted to pose it as a question,  
25 and I'm, I'm satisfied with that explanation. It makes

1 complete sense to me.

2 So, should the proposed subsection (c) be  
3 revised to reflect the provisions in the electric and  
4 gas industry to inform customers of the reason for the  
5 estimation after the third consecutive estimated bill?  
6 Let me open that up.

7 In provision (c), we're -- right now the  
8 verbiage is: After a second estimated bill, the  
9 customer would be given a written explanation. Is there  
10 any desire to look at a different frequency on that?

11 **MS. CHRISTENSEN:** Patty Christensen again with  
12 the Office of Public Counsel.

13 I think when we provided our original  
14 comments, we had originally included consecutive  
15 language in there, but then we also had it limited by  
16 four, you know, the four-month period or such, within a  
17 four-month period. And we could go back to that  
18 language.

19 I know -- I read some of the comments that  
20 were emailed in that there was a particular comment that  
21 thought that a 12-month time frame may be a little bit  
22 long for trying to recall if there was another estimated  
23 bill in that period.

24 I think our office is willing to compromise or  
25 suggest some change in the language down to a six-month

1 period -- in other words, the second estimated bill  
2 within a six-month period -- which is a much shorter  
3 time frame. And if you read section (b) and section (c)  
4 together, you would see that if, you know, if you have  
5 two estimated bills but they're six months apart, it's  
6 probably an occasional issue. In other words, it's  
7 somebody parked the car on top of the meter or something  
8 that's a random occurrence. It's not a billing  
9 practice, and it's not a problem that the customer needs  
10 to be made aware of that needs to be taken care of.

11 And, you know, we don't mind having some  
12 wiggle room, so to speak, or some flexibility in  
13 allowing them to use some estimated billing. But, you  
14 know, the other reason for not including the word  
15 "consecutive," and I think we discussed this in a  
16 previous informal meeting, maybe not the workshop, is  
17 if -- you could have the situation where you had an  
18 estimated bill, actual bill, estimated bill, actual  
19 bill, estimated bill, actual bill, that kind of a  
20 practice where it wouldn't be benefiting the customers.  
21 They wouldn't really be getting actual bills on a  
22 monthly basis. It would be a different type of billing  
23 practice, you know.

24 And like we said prior, we think actual  
25 billing on a monthly basis should be the goal. And if

1 that is the goal, then you don't want to have the  
2 wording of this bill allow for that type of practice.  
3 And that's what we would be -- why we'd be suggesting we  
4 wouldn't put in the word "consecutive," but I think  
5 moving it down to six months would, would allow for some  
6 additional flexibility.

7 And if you read (b) and then (c) together, I  
8 think that would cover essentially our concerns that  
9 somebody was using estimated billing as a billing  
10 practice as opposed to an occasional incident to either  
11 things that are outside their control or, you know, just  
12 the occasional estimated reading for just circumstances,  
13 I guess is the best way to put it.

14 Did anybody else have anything else to add?

15 **MR. SMITH:** Hi. This is Carl Smith with U.S.  
16 Water.

17 I guess a little bit from my standpoint, I  
18 think the reason the changes of the rules are to ensure  
19 that an owner is billing a customer properly. It's not  
20 because of the, typically the car over the meter or  
21 something that just happens day to day.

22 I would contend that if you've got one  
23 customer with two estimated bills in six months, that  
24 customer needs attention. So I would -- if you're  
25 looking at it from a perspective of making sure the

1 owner is doing what they're supposed to do in order to  
2 bill a customer properly -- two, two estimates in a  
3 12-month period, quite frankly, that can be very normal.  
4 Two in a six-month period of time -- I think if you're  
5 going to address something to a customer, it should be  
6 done in that, maybe that period of time because there's  
7 something going on there. The parking of a car, you  
8 know, if you let it go a year before you start  
9 addressing that, it becomes more of a habit.

10 My, my comment, I think, on a lot of this --  
11 and I somewhat, shall I say, disagree with the theory of  
12 small versus large. I think the aspect of this, these  
13 rules -- I would contend, with the owners that I see  
14 day-to-day basis, also being one, an estimated bill is  
15 not a good situation. It costs a lot of money other  
16 than if you did it correctly the first time. You may  
17 have some curbing out there, whatever that is. But the  
18 majority of the time, especially the smaller ones --  
19 this, this business is very capital intensive, very O&M  
20 intensive. It's a cash flow issue. They want the bills  
21 correct. Trust me on that.

22 So estimates, sooner or later you have to  
23 spend money to correct that. And when you spend that  
24 money, you're not getting it back in that rate just from  
25 those monies from those customers.

1           So from my end of the business, good meter  
2 reads, good bills are an efficient way to maintain your  
3 O&M, keep it as low as you want. So I would contend if  
4 you're looking at, say, bills that are on, that are done  
5 properly and that the customer is getting billed  
6 properly, you're getting the revenue properly, then I  
7 would say if you got two of them in a six-month period,  
8 that's when you need to address it with the customer.  
9 You keep that going, there's an issue there. Sooner or  
10 later you've got to go collect a lot more money than if  
11 you do if you catch it right up front. That's my  
12 suggestion on it.

13           **MS. DANIEL:** So you would be okay with  
14 changing that to a second estimated bill in a six-month  
15 period?

16           **MR. SMITH:** Yes.

17           **MS. DANIEL:** Okay.

18           **MR. SMITH:** I said all that to say yes.

19           **MS. CHRISTENSEN:** It seems like we have some  
20 consensus.

21           **MS. DANIEL:** And the rewrite that I suggested,  
22 that I handed to you all, if I just change the 12 to a  
23 six?

24           **MS. CHRISTENSEN:** I think we are fine with  
25 that language, if we change the 12 to a six.

1           **MS. DANIEL:** Okay.

2           **MS. CHRISTENSEN:** I think that gets us to the  
3 purpose that we needed to be.

4           I know -- I'm not sure. Was it this one or  
5 the other one about where the billing information needed  
6 to be? I thought -- I'm not seeing it right now.

7           **MS. DANIEL:** Well, that's what I took out. It  
8 was beginning to be a problem --

9           **MS. CHRISTENSEN:** Okay.

10          **MS. DANIEL:** -- to figure out how to say  
11 whether the information should be in or on or with.  
12 There were way too many ways for that to happen. So the  
13 utility shall provide the customer an -- excuse me --  
14 upon issuance of a second estimated bill. So, to me,  
15 when that estimated bill is issued, the utility needs to  
16 provide that customer with a written explanation, and it  
17 leaves it flexible in terms of whether it's on the bill,  
18 with the bill, or in a, in a separate letter.

19          **MS. CHRISTENSEN:** And that's fine with us. We  
20 just want the customer to receive the written  
21 explanation. Because if it is the car on the meter or  
22 if it's the dog in the backyard or something, the  
23 customer needs to know what the problem is and why  
24 they're getting estimated bills so they can correct it.

25           I think it also provides some documentation



1 that would help the utility. Because if they have one  
2 customer with a lot of estimated bills and that's the  
3 reason, well, then we're not going to look at the  
4 utility and go, oh, it's your fault. We're going to  
5 look at the utility and go, you know, you've made your  
6 best efforts to try and get this customer to come on in  
7 an accurate billing. So that's -- I think we're okay  
8 with the flexibility. And having removed that language,  
9 I can see why it's easier to deal with it that way.

10 **MR. SMITH:** Yeah. I would agree. The one  
11 thing is keep in mind that a lot of these customers, a  
12 lot of these owners, the smaller ones use postcards,  
13 even some of the larger ones. It is cheaper. So  
14 they're going to have to make that effort to, to get  
15 that communication out to the customer as well.

16 **MS. CHRISTENSEN:** Yeah. And I think we had  
17 discussed that earlier. We do realize that some of the  
18 smaller ones use postcard billing as opposed to some  
19 other type. So, you know, if they need to do a separate  
20 letter to the customer or some other written method that  
21 they can leave with the customer at their home, I think  
22 that's probably a reasonable thing to do.

23 **MS. DANIEL:** Along those same lines, and just  
24 briefly backing up to subsection (a) of that same rule,  
25 we did get a comment about someone not understanding

1 that the bill statement shall prominently show the word  
2 "estimated." They were unclear that the interpretation  
3 of "show" might be that it's either preprinted on the  
4 bill or postcard, it could be stamped or handwritten  
5 or -- there was a concern about that.

6 I'm not sure how -- you could add a lot more  
7 words to that rule to clear up the various different  
8 scenarios. But similar to what I've rewritten in (c), I  
9 would, I would prefer to leave the word "show" as it is  
10 and not try to articulate all the various ways that you  
11 might show that. So --

12 **MS. CHRISTENSEN:** And I think the Office of  
13 Public Counsel is comfortable with that. Our concern is  
14 that on the bill the customer has the word "estimated"  
15 on there so that they know that this is an estimated  
16 bill. So if they have a question, they'll contact the  
17 utility and there's dialogue that can take place: Why  
18 am I getting an estimated bill? If the word "estimated"  
19 isn't anywhere on there, then, you know, they think  
20 they're getting -- or they may think they're getting  
21 billed for actual usage.

22 And I think, you know, that if, you know, you  
23 do an actual meter reading a month or two later, that's  
24 when you end up with maybe a higher bill. And the  
25 customer is like, why am I getting this, you know, huge

1 bill? And that's one of the things we're hoping to  
2 avoid with this, so that the customer is aware, hey, I'm  
3 getting an estimate. They haven't really read my meter.  
4 Either come out and read it or call them and say, well,  
5 why did you have to do an estimate? And hopefully that  
6 dialogue will help for more accurate monthly billing.

7 **MR. SMITH:** The one thing I wanted to ask with  
8 regard to the notification to the customer, a lot of  
9 utilities -- we use them, others do -- we have door  
10 hangers that have various, they have open blanks where  
11 if we're out there and there are issues, we make it one  
12 of the mandatory things with our meter readers that they  
13 fill out that door hanger. And most of the time it's  
14 call the office, and they have a number -- the number is  
15 always on there. But we explain "couldn't do a meter  
16 reading." Sometimes if we're having issues on an  
17 estimate, we call because we want the customer there to  
18 show them what the situation is.

19 So I guess the question would be is if our  
20 meter reader is out there, let's say it's an estimated,  
21 it's been the second time, we do it on the first time if  
22 we can't for some reason get that read, we will leave a  
23 door hanger to call the office -- the car situation,  
24 some of these kind of things. So I guess the question  
25 is does that fulfill the obligation of notifying the

1 customer?

2 **MS. DANIEL:** And would you be able to include  
3 the Commission's toll-free number?

4 **MR. SMITH:** Pardon me?

5 **MS. DANIEL:** Would you be able to include the  
6 Commission's toll-free number on that door hanger?

7 **MR. SMITH:** Yeah. There's many lines on  
8 there. It's just an added thing that we would have them  
9 do. Because that's what -- a lot of them use that as a  
10 practice.

11 **MS. CHRISTENSEN:** I think if it's written and  
12 it contains a detailed explanation of why they were  
13 doing a estimated read and then the bill that comes  
14 because of that estimated read has the word "estimated"  
15 stamped on it, I think that that might be satisfactory.

16 One of our concerns with door hangers, and I'm  
17 sure it's probably an issue for you guys, is sometimes  
18 people don't go in their front door. They go in the  
19 garage all the time. They complain that they didn't see  
20 it. And, you know, it's not necessarily a bad way to do  
21 it, but some people don't actually see it. And then  
22 when they don't see it, then they get all riled up  
23 because they haven't seen it, you know. And I think you  
24 may end up having to indicate, you know, door hanger  
25 left or something with explanation. I think you may end

1 up having to include some sort of minor explanation on  
2 the bill anyway.

3 **MR. SMITH:** It, it goes back to that postcard  
4 situation again.

5 **MS. CHRISTENSEN:** Well, and that's what I'm  
6 saying. If you do a postcard and it has the word  
7 "estimated" on it, you, you know, you may want to add  
8 the addition of, you know, "door hanger left at meter  
9 read" or something that they, so that they know that  
10 they've seen something. You know, the explanation  
11 doesn't necessarily have to be a paragraph long. But I  
12 think if the customer, those things are occurring, I  
13 think it hopefully will facilitate a dialogue between  
14 the customer and the company.

15 We realize there will be some customers that  
16 no matter what the utility does, they will ignore them.  
17 And they're, you know -- and to, and to be fair to the  
18 customers, there are some utilities out there that will  
19 do whatever they want. You know, for the good utilities  
20 this should not be really problematic, and I wouldn't  
21 see a problem with the door hanger issue. But we do  
22 have that caveat that sometimes it doesn't actually get  
23 to the customer. Even though it's written notice and I  
24 think it probably would comply with the rule because  
25 it's written -- and as long as it has an explanation and

1 it has the Commission's number on it, I think it  
2 probably would comply with that. It just might be more  
3 difficult to verify at some later date that you've done  
4 that. You know, just like I think probably an email  
5 instead of a written letter would be sufficient too. If  
6 you had your customers' email address and send an email  
7 with the same information would comply too because that  
8 would be a written communication.

9 So I think there's probably a lot of  
10 flexibility. And, you know, we also probably need the  
11 utilities to be thinking of ways, well, how would we  
12 demonstrate that? And I think we're going to talk about  
13 it later in the rule about how you keep those records  
14 available. But if you have a way to do it, it's  
15 written, it contains the information, it contains the  
16 Commission's 800 number, and it's a reasonable way to  
17 provide communication to the customer, that they'll  
18 reasonably get it, then I think it probably would comply  
19 and that would be something that would be satisfactory.

20 **MR. REILLY:** I would add something on the door  
21 hangers. Having attended countless customer meetings,  
22 I've experienced a lot of finger pointing with the door  
23 hanger. "We gave it to you." "No, you didn't." "The  
24 dog ate it." "It blew off." I can't tell you the  
25 number -- you've been to as many meetings as I have,

1 Patti -- and there's, there is that strange -- and you  
2 don't know who, who's telling what, you know, and you're  
3 sitting there not knowing who to believe. But the  
4 reliability of that maybe is not as certain.

5 And the paper trail, really to protect the  
6 company somehow, is to have it in that normal either  
7 billed with the bill somehow, then you know that they  
8 got it. And if they took it and threw it in their  
9 trash, then that's another thing. But the paper hanger,  
10 the door hanger is --

11 **MS. DANIEL:** Let me ask a question.

12 Mr. Smith, does -- do your meter readers, if  
13 they do leave a door hanger, do they document that  
14 someway in their log book or --

15 **MR. SMITH:** Yeah. Usually what ends up  
16 happening is on those kind of situations if they're  
17 going to leave it, they usually, at the end of the day,  
18 annotate that and it gets in our system.

19 Now, again, you're talking about people -- and  
20 I keep coming back to the postcard. There's only so  
21 much room on a postcard, if you look at them. But with  
22 us, we annotate that in our CIS system because it's a  
23 CYA. So the fact that when eventually the customer  
24 calls in, we've got the date, time, knocked on the door.  
25 We don't just put them on the door. If the door doesn't

1 work, then we hook it on to the -- we have tape and we  
2 put it on the garage door.

3 Mr. Reilly is correct, there are many out  
4 there that it is a back and forth situation. But I'll  
5 also contend with another company, I for a fact mailed  
6 the letters to the customer and the customer said they  
7 never got them. You also look at their history; it's  
8 not a one-time event.

9 So I think if we, if we're honest enough to go  
10 out and we take that measure and annotate it and do the  
11 best we can with those customers. Obviously if it's an  
12 apartment complex, door hangers aren't working  
13 necessarily maybe anyway. So I think my question was is  
14 that there are some people that use those. We use them  
15 as an effective tool to call the office on many  
16 different things. We noticed no one is home and we see  
17 the leak detection device going. So these guys have got  
18 these hangers for a lot of things. And Mr. Reilly is  
19 correct, there are a lot of times that people miss them,  
20 miss the door hangers. So --

21 **MS. DANIEL:** Ms. Christensen, would you go on  
22 and just let's go right on into part (d) where I was  
23 asking -- you know, I know it is a different requirement  
24 than subsection (7), which is just keeping two years of  
25 customer account records. This is more specific to the



1 estimated bill information. You do feel very strongly  
2 about that provision?

3 **MS. CHRISTENSEN:** Well, I think we do need to  
4 keep and maintain those records. Now whether or not we  
5 do it for three or two years so that they're maintaining  
6 the information for the same length of time, I think I'm  
7 ambivalent regarding. I don't think that additional  
8 year is make it or break it on that rule.

9 If that would be -- you know, if they're going  
10 to keep the customer information for two years anyway,  
11 you know, and maybe that would create some confusion as  
12 well as do I have to keep this for three years, and  
13 that -- and it would be, just be easier to have this  
14 consistent two-year requirement. I think that's  
15 something that would be, might be a way to make this a  
16 little bit easier to implement.

17 But I do think we need to keep records and be  
18 able to recreate those records regarding estimated  
19 billing, especially at the time they come in for a rate  
20 case, because ultimately accurate billing is an issue  
21 with revenue requirement and making sure that we're  
22 getting the right revenue requirement, they're getting  
23 billed the right amount, and they're being able to get  
24 the right O&M. And if the issue comes down to one of  
25 we're having issues in the rate case because we're not

1 getting the right revenue, they're having issues with  
2 overbilling, backbilling, estimated billing -- and  
3 probably Mr. Reilly can speak to this. I know he's  
4 aware of some cases where this has been an issue. For  
5 most companies this will be a nonissue and we probably  
6 will never need to use this provision. But when it is  
7 an issue, it can be a fairly serious issue. And I'll  
8 let Mr. --

9 **MR. REILLY:** I keep agreeing with Patty. I  
10 don't know what's going on here.

11 (Laughter.)

12 I think the language could be kept like we --  
13 but maybe change it from three years to two years to  
14 create, you know, harmony, shall we say, between all  
15 these provisions. But I'm not exactly sure under  
16 (7) what all is included in normal customer account  
17 records. It may well -- normal customer account records  
18 under (7) may not entail what we're talking about here  
19 with the detailing, the number, frequency, and  
20 especially causes. I wouldn't expect to see the causes  
21 of a, such a problem to be found in the accounting  
22 records.

23 So I think this is more tailored to our  
24 problem at hand, and your comment though is well taken  
25 to try to harmonize the length. So I would kind of

1 concur with her that, you know, that might be the  
2 solution.

3 **MS. DANIEL:** I, I agree that the number and  
4 frequency and causes of the estimated bills is different  
5 than what is required in subsection (7). I just was  
6 trying to think that through.

7 I think if you have a, if a company has kept  
8 enough information -- it says, "so as to permit  
9 reproduction of the customer's bill." Well, that means  
10 you've got to have the amount of usage and the rates.  
11 That's, that's pretty much what that's requiring. The  
12 amount of usage, if it was an estimated bill, then  
13 you're not going to have that amount of usage. You're  
14 going to have some rounded number or some estimated  
15 indicator. What you would be missing is the cause.  
16 That, that is the piece, to me, that you'd be missing if  
17 you didn't include this subsection. And that is  
18 something you feel strongly about. Okay. I just, I  
19 just wanted to understand that.

20 Mr. McNulty, will you talk to us about the  
21 cost of those provisions?

22 **MR. McNULTY:** Well --

23 **MS. DANIEL:** And we'll wrap up the latter part  
24 of the rule after we do that.

25 **MR. McNULTY:** As to the cost of, and I'm just

1 addressing subsection (2) here, you know, we have  
2 already done some cost collection efforts with this,  
3 with this rule development workshop, with this rule  
4 development. Staff will be preparing a statement of  
5 estimated regulatory costs in accordance with Chapter  
6 120.541, *Florida Statutes*. And we've collected cost  
7 information by issuing a data request in October of last  
8 year, and I should note that only five utilities  
9 responded to that data request. Two other utilities  
10 provided their responses in January of this year; a data  
11 request that was essentially identical to the one issued  
12 in October of 2012.

13 So the final date for collecting cost  
14 information -- we're going to talk about comments to be  
15 collected -- but I believe comments are going to be  
16 collected on March 14th for this workshop, and final  
17 comments before we move forward to go to Agenda on, on  
18 the matter of these rules.

19 But, so we would look for maybe getting any  
20 cost information available at that time. So I would  
21 just encourage all utilities -- I know we don't have a  
22 lot of utility participation here today, but anybody who  
23 reads the transcript or sees the audio version on our  
24 website -- to provide any information they can by  
25 March 14th that would have to do with the cost for

1 complying with the sections that are identified in  
2 subsection (2) and throughout the rules that we're doing  
3 today.

4 In particular, if we're looking at the  
5 specific changes to the rule, I have some specific  
6 concerns about (2)(c) that we can get into after Patti  
7 talks about possible options for that. We can talk  
8 about the possible cost impacts of that. The bottom  
9 line is we have a cost, we have a -- in the notice of  
10 rule development workshop that we've issued for today,  
11 today's workshop, and also any possible amendments we  
12 might have discussed that we've kind of come to a  
13 consensus with today. We're encouraging utilities to  
14 respond to and provide us additional cost information,  
15 if they haven't done so already, that they provide what  
16 they believe would be the cost impacts similar to and in  
17 the format of the data request that was already issued.

18 So that's in essence what I had to say about  
19 costs. After we talk a little bit more about (2)(c), we  
20 can talk about what some of the cost impacts of that  
21 might be.

22 **MS. DANIEL:** Mr. Smith, did you want to weigh  
23 in on anything more? You've provided some cost  
24 estimates. Do you have anything more based on what  
25 we've said today?

1           **MR. SMITH:** No. No.

2           **MS. DANIEL:** Okay.

3           **MS. CHRISTENSEN:** Patty Christensen with the  
4 Office of Public Counsel. I just wanted to, I guess,  
5 give my opinion on this. Although we're not the  
6 utility, we have taken a look at some of the responses  
7 received from some of the utilities. And essentially  
8 what I can gather from the responses of the utilities  
9 that have participated, there's a minor cost associated  
10 with (2)(c), some programming costs.

11           I think also with some of the changes we've  
12 discussed today and leaving the flexibility in the  
13 language of the wording of the rule, allowing for  
14 somebody to either hand write or get a stamp would not  
15 require programming changes. So that should be a de  
16 minimis cost.

17           I think the other thing we've discussed here  
18 today is if they're -- you know, they're already  
19 utilizing door hangers, and, and that can be an  
20 acceptable form of written communication so long as it  
21 meets the criteria of this that includes the  
22 Commission's number and an adequate statement of why  
23 they're leaving it. That's not an additional cost.

24           And I think another idea that the utilities  
25 could think about which is essentially a de minimis cost

1 is email. If they don't want to incur the cost of a  
2 letter and postage stamp, if they do postcards, you  
3 know, if they require that the customers -- or ask that  
4 the customers provide an email contact number and they  
5 send them an email regarding why they had an estimated  
6 bill, then you don't even incur the cost of the postage  
7 and you have a written documentation that you sent it.  
8 Or even an email once you -- you know, if you do leave a  
9 door hanger, an email alert that says, we've left a  
10 door, you know, a door hanger with an explanation  
11 regarding your estimated bill. Please contact our  
12 office.

13 I mean, all those things can be written and  
14 basically zero cost. You know, aside from if they don't  
15 already have the email addresses, they may have to incur  
16 some additional expense to try and gather that  
17 information. But I'm a big believer in, you know,  
18 trying to get -- you know, we're in 2013. They probably  
19 already have the email addresses for most of their  
20 customers, and that's a great way to keep in contact.  
21 Probably have web pages too, you know.

22 **MR. McNULTY:** I did, just to address that same  
23 question, I did hear from -- one utility provided input  
24 onto the question of (2)(c). And basically they wanted  
25 to sort of communicate that putting an explanation on

1 their bill was impossible because of, as you read, the  
2 253 character or whatever limitation, and that they  
3 would have to get with their software developer to see  
4 if it was even possible to do so. But in the event that  
5 it was impossible to do so, they would have to send,  
6 like, a separate billing. And, again, they did not  
7 speak at that time of the availability of having emails  
8 for all their customer base. So I'm not sure about  
9 whether or not that is something that's possible for  
10 them to do or not.

11 But the cost information that I don't have  
12 right now is that if, if that is not a unique  
13 circumstance of that particular utility and other  
14 utilities have the same concern, then we would have to  
15 kind of understand what is the cost impact of having to  
16 take an alternative measure such as sending a separate  
17 mailing to their customers. And that's information,  
18 cost information that I don't have right now that I  
19 would like to be able to, if we, if we go the route of  
20 taking a broader approach to this, to be able to say it  
21 doesn't have to appear on or with the bill, but you  
22 simply notify customers with an explanation of the  
23 reasons for estimating, having to estimate the bills,  
24 that we would have to have some sort of cost information  
25 there or we desire to have that information to make the



1 statement as complete as possible.

2 **MS. CHRISTENSEN:** Yeah. And I, I'm just  
3 trying to offer that, you know, what I'm seeing are  
4 possibilities that may work for -- or may not work for  
5 some of the bigger utilities with their larger customer  
6 base. It may. They may be able to do it through a  
7 website portal or online billing. You know, there's a  
8 lot of options these days that are much more  
9 cost-effective than I think we've had in the past.

10 But one thing that we would be very adamant  
11 about continuing is that there be some written  
12 notification, whether that's electronic written  
13 notification, handwritten written notification, billing  
14 insert notification.

15 I think we're cognizant that flexibility  
16 allows for some cost savings and, and would minimize the  
17 impact of this rule, and we do realize that that's  
18 something, you know, that we're in favor of because  
19 whatever cost, additional costs that the company incurs  
20 flows right back to customers. So we're also aware that  
21 we want to keep these costs as de minimis as possible to  
22 the utility so it ultimately is de minimis to the  
23 customers. But we would be very, I guess, insistent on  
24 wanting some sort of written notification.

25 **MS. DANIEL:** The things that you all are

1 describing right now are -- they're important. They go  
2 to how to notify the customer.

3 One of the concerns I have is the cost of  
4 tracking, and particularly for the larger utilities  
5 realizing when they have that second estimated bill.  
6 There's got to be some sort of flag in the system. And  
7 I'm not sure we have very much information on the, the  
8 cost of that notification, that system alert, that  
9 would, during that window of time, recognize that there  
10 had been a second estimated bill. I think we have a  
11 little bit of a hole in our information about how, how  
12 much that might cost within the industry.

13 So to the extent we could get further feedback  
14 on that, that might be useful information. I'd hate to  
15 have a provision out there that we found out after the  
16 fact was cost prohibitive. But we'll see how we, how we  
17 do with that.

18 Let me move on then. (8) we talked about.  
19 And I just want to draw your attention to (8) of this  
20 rule, subsection (8).

21 The first sentence in that subsection has been  
22 moved to Rule 25-30.351 substantively; it's not  
23 verbatim. The language in that new rule is designed  
24 to -- it was modeled after the provisions, similar  
25 provisions in the electric and gas rules.

1           But there is a second sentence in subsection  
2 (8): "In addition, the utility may assess a fee to  
3 defray the cost of restoring service to such a customer  
4 provided that the fee is specified in the utility's  
5 tariff." And that sentence was inadvertently not  
6 included in the new rule.

7           I'm not concerned about it not being included.  
8 To me what that sentence says is if you have a fee in  
9 your tariff that's either a meter tampering or a  
10 violation reconnection charge or whatever, you can  
11 charge it. And I didn't particularly think we needed a  
12 rule to tell the companies that they could do that, but  
13 I'd love to hear your feedback on that.

14           **MS. CHRISTENSEN:** I don't really have one.

15           **MR. REILLY:** I keep agreeing with Patti. This  
16 is a different Patti this time. You know, if it's  
17 there, they can use it. And if it's not there, they  
18 can't do it anyway. It needs to be in their tariff.

19           **MS. DANIEL:** That's -- that was my thinking.

20           **MR. REILLY:** So I think the tariff speaks for  
21 itself is what you're saying.

22           **MS. DANIEL:** So you're satisfied with the --

23           **MR. REILLY:** I think that your omitting it was  
24 probably efficient.

25           **MS. DANIEL:** Good job, staff. Okay. All

1 right.

2 **MS. CHRISTENSEN:** Get enough Pattys, he'll  
3 agree with all of us.

4 **MR. SMITH:** I agree with it. The key  
5 component is, is I'm -- when an individual is not doing  
6 what they're supposed to do, then they need to pay for  
7 that inability to, to meet the requirements. So as long  
8 as we have the fees in the tariff for that, then that's,  
9 that's good, rather than passing it on to everybody.

10 **MS. DANIEL:** So let me see. In Rule  
11 25-30.335 we are going to leave (2)(a) and (2)(b).  
12 (2)(c), we're thinking that my proposed revision, but  
13 substituting six-month period instead of 12 months.  
14 We're going to leave subsection (d), but perhaps change  
15 from three years to two years?

16 **MS. CHRISTENSEN:** Yes.

17 **MS. DANIEL:** We're going to strike provision  
18 (a), which was a just inadvertent omission there. Is  
19 that where we are?

20 **MS. CHRISTENSEN:** Uh-huh.

21 **MS. DANIEL:** Wow. Good job.

22 Okay. Rule 25-30.350. As I said, the first  
23 new provision (b) is unique to the water industry. I  
24 don't recall that we had any concerns about that one.  
25 It seems to be manageable.

1 In subsections (2) and (3), are we good with  
2 those?

3 **MS. CHRISTENSEN:** As written?

4 **MS. DANIEL:** As written.

5 **MS. CHRISTENSEN:** Yes, we're fine.

6 **MS. DANIEL:** There's a comma I'm itching to  
7 take out, but that's a different --

8 **MS. CHRISTENSEN:** We're fine with it as  
9 written.

10 **MS. MILLER:** I think we were going to want to  
11 discuss that one-time payment.

12 **MS. DANIEL:** Oh, I'm sorry. We did get a  
13 comment about the one-time payment. Any suggestions on  
14 that?

15 **MR. REILLY:** If, if the dollar amount is de  
16 minimis, should the company have to cut a check?

17 **MS. DANIEL:** Thank you.

18 **MR. REILLY:** And I am sensitive to Mike  
19 Smallridge's comments.

20 **MS. DANIEL:** Yes.

21 **MR. REILLY:** And Patty and I haven't talked  
22 about this yet. He suggested a five dollar, you know, a  
23 dollar threshold, that if the amount of the refund is  
24 not more than X amount, it will be a credit on your, on  
25 your bill as opposed to even having an option of a

1 check, just because the cost of the check and sending it  
2 is equal to the amount of the check, which doesn't seem  
3 like a prudent, prudent thing to do.

4 **MS. CHRISTENSEN:** Yeah. And I don't -- this  
5 is Patty Christensen with the Office of Public Counsel.  
6 I don't foresee that being any difficulty to add to the  
7 language. It's just whatever the -- you may have an  
8 issue of what the appropriate amount is.

9 **MS. DANIEL:** And I do.

10 **MS. CHRISTENSEN:** I don't know if it's \$5,  
11 \$10. You guys may have an amount in mind. You know, I  
12 think most customers would like to have the option. So  
13 whatever the amount is, it really should be whatever --  
14 the amount should be something that really would be just  
15 not cost-effective to be able to give them that option  
16 would be our only caveat. Otherwise, I think having an  
17 amount that under which it's just, you know, it's silly  
18 to write a check is fine.

19 **MR. REILLY:** So I would put in the blank that  
20 it could be: Or as a one-time payment if the payment is  
21 in excess of X amount.

22 **MS. DANIEL:** If the payment is in excess of.

23 **MR. REILLY:** I mean, that's not maybe the best  
24 wording, but, I mean, that's an efficient way of  
25 sticking it in there. That's an option: Or as a

1 one-time payment if the payment is in excess of X  
2 dollars.

3 **MS. CHRISTENSEN:** Or if the -- one-time  
4 payment if the -- I guess it would be overbilling amount  
5 exceeds could be another way to go.

6 **MR. REILLY:** "The customer may elect to  
7 receive the refund as a credit to future billings." So  
8 I think the context is it is for overbilling.

9 **MS. CHRISTENSEN:** Future billing? Right. Or  
10 --

11 **MR. REILLY:** Or as a one-time payment.

12 **MS. CHRISTENSEN:** One-time payment refund if  
13 it's in excess of. Maybe that's the better way to do  
14 it. The one-time payment refund is in excess of X  
15 dollars, \$10, \$20, whatever the -- y'all have some  
16 dollar amount in mind. I don't know what it is, and I  
17 really don't know what the cost would be.

18 **MR. SMITH:** Yeah. The only thing I would say  
19 is I would rather have the latitude to be able to do the  
20 credit versus doing -- again, I go back to what's good  
21 for the all, for all the customers. And, please, want  
22 to establish that, take into account what it takes to  
23 actually do that. It's not just the amount. You've got  
24 to track it, you've got to go to accounting with it,  
25 they've got to keep it on the books in case they come

1 into the Commission or just for good recordkeeping.  
2 They also have to send that check, track that check,  
3 make sure it cashes through, post it. So it's not a  
4 \$2 thing. It's, it's, it's a cost that should be looked  
5 at as far as what it takes to do that. And if it  
6 exceeds that threshold, okay, we can send them that  
7 check. But, in other words, not -- it's not like after  
8 \$5 is what I'm saying. It takes more than just the cost  
9 of what they owe to track that whole thing.

10 **MS. DANIEL:** Throw a number out there.

11 **MR. SMITH:** 5,000. No.

12 (Laughter.)

13 I mean, you know, it's -- I probably would say  
14 it's probably something in the area of anything under  
15 \$20, something. I don't know. That's just off the top  
16 of my head. I haven't looked through it as far as what  
17 that would take. But it's not like some of the charges  
18 that are in the tariff, like \$10 for something. I mean,  
19 there's other things that go with that.

20 **MS. CHRISTENSEN:** Yeah. And I think that's  
21 something that we would be fine with. I mean, really,  
22 you know, from the customer's perspective it's got to be  
23 an amount that if you weren't to receive it back  
24 immediately, it would cause you financial hardship. I'm  
25 not sure \$20 would be that, that much of a problem.



1 But, you know, you start getting to \$75, \$100, that  
2 might be somebody's budget. So I think \$20 seems to be  
3 a reasonable amount.

4 **MS. DANIEL:** Are there any cost concerns on  
5 this one?

6 **MR. McNULTY:** I don't think so because like --  
7 this, like many of the other measures we're talking  
8 about, is actually kind of reducing the requirements on  
9 the utilities relative to what it was before. And  
10 that's what, you know, I'm trying to keep an ear to that  
11 right now. And I do find it kind of funny that we were  
12 actually in staff talking about this and thinking that  
13 \$20 might be the amount that we would settle on today.

14 (Laughter.)

15 **MS. DANIEL:** All right. One last rule,  
16 25-30.351. And the comment that we received on this  
17 one -- let me remember. What if it was a brand new  
18 customer? That was the concern. And I did not have a  
19 good fix for how to address that. If you've got a new,  
20 brand new customer and they've perhaps fraudulently  
21 tapped in and started receiving your water service or  
22 wastewater service, I suppose, you don't have the  
23 customer's past consumption.

24 Now, the first part of that says, "the utility  
25 shall bill the customer on an estimate of the water or

1 wastewater service." So -- I'm sorry?

2 **MS. CHRISTENSEN:** We're going to let her  
3 address this.

4 **MS. DANIEL:** Good. Please.

5 **MS. VANDIVER:** Just one concern I would have  
6 with the comment that Mr. Smallridge made would be that  
7 I would think it would have to be limited to residential  
8 bills, not just total average bills for the whole  
9 system. I wouldn't want commercial averaged in there or  
10 something, unless it's a commercial customer. Maybe you  
11 could say like customers or something. I don't, I don't  
12 know how to address that, but --

13 **MS. DANIEL:** I see a lot of pitfalls trying to  
14 put that sentence in there. I'm really concerned for  
15 the number of times that it might be used. I wonder if  
16 we could default to it would be based on some reasonable  
17 estimate would be the interpretation; not to change the  
18 words, but the interpretation would be to, if it is a  
19 brand new customer, to use some reasonable estimate  
20 should this come up in a complaint or whatever.

21 **MS. CHRISTENSEN:** I think we could probably  
22 live with that. And then if there were some dispute, we  
23 could have the dispute over whether or not what they  
24 were doing is reasonable. But with the understanding  
25 that, you know, you're going to base the average

1 consumption on like customers that are on your system.  
2 And for a lot of them, they're, you know, serving a  
3 majority of residential customers and that's not going  
4 to be a major issue. But there might be a customer or  
5 utility out there that has a commercial customer, a  
6 shopping mall or something, where it's -- you know, I  
7 think they probably take out that type of meter anyway.

8 **MS. MILLER:** We would not be using the word  
9 "reasonable" in the rule.

10 **MS. DANIEL:** I'm suggesting that we not change  
11 the wording in the rule at all. I'm talking about the  
12 interpretation that might follow.

13 **MS. CHRISTENSEN:** So "based on the customer's  
14 past consumption" would remain what the rule says, or --

15 **MS. DANIEL:** Uh-huh.

16 **MS. CHRISTENSEN:** And then we would --

17 **MS. DANIEL:** And if there is no past  
18 consumption, it's simply you would use the rest of the  
19 rule based on an estimate. And the just clear reading  
20 of the rule, as legal likes to tell us, would be it  
21 would have to be an estimate. And on a case-by-case  
22 basis, I suppose. If there were a complaint, we could  
23 just address it if there was some dispute as to what  
24 that reasonable estimate was.

25 **MR. REILLY:** It's going to be unusual to get a

1 customer who begins stealing service immediately. I  
2 mean, I'm sure that customer does exist but, you know,  
3 hopefully there's going to be some window of --

4 **MS. DANIEL:** Okay. I'm inclined to leave this  
5 rule as it is.

6 **MR. REILLY:** Especially in a water and  
7 wastewater situation.

8 **MS. DANIEL:** Any costs associated with that  
9 one that we need to discuss?

10 (No response.)

11 **MS. MILLER:** Excellent. Well, we're ready to  
12 discuss next steps. And we would, as Bill mentioned  
13 earlier, we would welcome any written comments, if you  
14 need to file them. We welcome them by March 14th.  
15 There's no requirement to file any. If you do, please  
16 address them to the Clerk's office in this docket,  
17 Docket Number 120246.

18 Our goal is to reach a new draft, and we hope  
19 to go to Agenda in late April with a proposal for the  
20 Commissioners to consider. If they vote to propose this  
21 group of rules, we'll then be posting this notice in the  
22 FAR and also a Commission notice, and persons may file  
23 comments or a request for hearing within 21 days. So  
24 that's kind of where we are in this process.

25 **MS. CHRISTENSEN:** Are you all planning on

1 sending out another, I assume, draft with what we've  
2 discussed here today, or is this just, you know --

3 **MS. DANIEL:** File the recommendation.

4 **MS. CHRISTENSEN:** We'll just file the  
5 recommendation based on what we've discussed today. I  
6 mean, because I don't foresee OPC filing any additional  
7 comments to the comments we've already provided to date,  
8 unless there was something that was going to be changed  
9 in the rules other than what we've discussed here and  
10 kind of generally come up with as a consensus. So I  
11 think that's kind of where we're anticipating or how  
12 we're anticipating continuing our participation in the  
13 process. So --

14 **MS. MILLER:** Thank you. And that's correct.  
15 You could still speak at Agenda if there was a need to,  
16 if there was concern.

17 Do we have any other comments or questions?  
18 This workshop -- oops. Did I see something?

19 **MS. CHRISTENSEN:** No. My goal was to  
20 hopefully work it all out here so we won't have to be  
21 adding additional comments at Agenda.

22 **MS. MILLER:** Right. We would like to do that  
23 as well. Thank you for your participation, and this  
24 workshop is adjourned.

25 (Proceeding adjourned at 2:29 p.m.)

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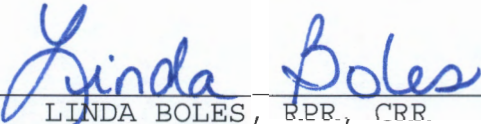
STATE OF FLORIDA    )  
                              :    CERTIFICATE OF REPORTER  
COUNTY OF LEON     )

I, LINDA BOLES, RPR, CRR, Official Commission Reporter, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative, employee, 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 the action.

DATED THIS 7<sup>th</sup> day of March,  
2013.

  
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LINDA BOLES, RPR, CRR  
FPSC Official Commission Reporter  
(850) 413-6734