





1           **CHAIRMAN BRISÉ:** Okay. Commissioner Balbis.

2           **COMMISSIONER BALBIS:** Thank you, Mr. Chairman.

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

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

18           Did I answer your question?

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

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

25           **COMMISSIONER BALBIS:** Okay. And has there

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

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

10 **COMMISSIONER BALBIS:** Okay. That's all I had.

11 **CHAIRMAN BRISÉ:** Thank you.

12 Any further questions or comments?

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

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

1                   Okay. I think we are ready to entertain a  
2 motion.

3                   Commissioner Edgar.

4                   **COMMISSIONER EDGAR:** Thank you. Mr. Chairman.  
5                   With that discussion, I move approval of Items  
6 6, 7, and 8.

7                   **COMMISSIONER GRAHAM:** Second.

8                   **CHAIRMAN BRISÉ:** Okay. It has been moved and  
9 seconded.

10                  Any further discussion? Okay. Seeing none,  
11 all in favor say aye.

12                  (Vote taken.)

13                  **CHAIRMAN BRISÉ:** All right. Thank you very  
14 much.

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

I, JANE FAUROT, RPR, Chief, Hearing Reporter Services Section, FPSC Division of Commission Clerk, 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' attorney or counsel connected with the action, nor am I financially interested in the action.

DATED THIS 30th, day of August,  
2013.

  
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