





1 it's basically the same thing, all three?

2 **MS. BRUCE:** Yes.

3 **CHAIRMAN BRISÉ:** Okay. Commissioner  
4 Balbis.

5 **COMMISSIONER BALBIS:** Thank you, Mr.  
6 Chairman.

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

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

23 Did I answer your question?

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

1 can charge, but should the utility charge it? Did  
2 you do -- did the utility justify these costs with  
3 --

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

6 **COMMISSIONER BALBIS:** Okay. And has there  
7 ever been an analysis performed by if you have  
8 customers using credit card payment, then obviously  
9 they are not going to use the traditional payment,  
10 and is there a reduction in cost associated with not  
11 having to do the traditional process, or you just  
12 had the backup and justification for these  
13 additional --

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

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

19 **CHAIRMAN BRISÉ:** Thank you.

20 Any further questions or comments?

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

1 processing these fees. But, other than that, I'm  
2 with you considering that if you are moving forward  
3 in technology, the cost really should be reduced and  
4 not go up with respect to these type of  
5 transactions.

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

10 Okay. I think we are ready to entertain a  
11 motion.

12 Commissioner Edgar.

13 **COMMISSIONER EDGAR:** Thank you. Mr.  
14 Chairman.

15 With that discussion, I move approval of  
16 Items 6, 7, and 8.

17 **COMMISSIONER GRAHAM:** Second.

18 **CHAIRMAN BRISÉ:** Okay. It has been moved  
19 and seconded.

20 Any further discussion? Okay. Seeing  
21 none, all in favor say aye.

22 (Vote taken.)

23 **CHAIRMAN BRISÉ:** All right. Thank you  
24 very 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.

2013        DATED THIS 30th, day of August, 2013.

  
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