



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

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2           **CHAIRMAN BROWN:** On to Item -- the last  
3 item is 12.

4           **MS. THOMPSON:** Good morning, Commissioners.  
5 Kelly Thompson on behalf of Commission staff.

6           Item 12 is a request by U.S. Water on behalf  
7 of various utilities to add and/or modify the late  
8 payment charge and non-sufficient funds charge. U.S.  
9 Water is the management company for these utilities and  
10 would like to have consistent miscellaneous service  
11 charges for administrative efficiency. The total  
12 number of customers for these particular utilities is  
13 approximately 1,000. There have been no customer  
14 inquiries on this issue, and staff is recommending  
15 approval of this item. Staff is available for any  
16 questions.

17           **CHAIRMAN BROWN:** Thank you, Ms. Thompson.  
18 Commissioners, any questions or comments?  
19 Commissioner Brisé.

20           **COMMISSIONER BRISÉ:** Thank you. Just a quick  
21 question. If you could walk me through the cost basis  
22 for the labor associated with the charge.

23           **MS. THOMPSON:** For the late payment charge?

24           **COMMISSIONER BRISÉ:** Yes, ma'am.

25           **MS. THOMPSON:** They spend approximately

1 576 hours per billing cycle, which is approximately  
2 7.23 minutes per account. The Commission in the past  
3 has allowed 10 to 15 minutes per account, and so we  
4 divide that number of minutes by the number of  
5 delinquent accounts on average and we come up with the  
6 labor charge of 4.21.

7 **COMMISSIONER BRISÉ:** So someone physically  
8 does this?

9 **MS. THOMPSON:** Yes.

10 **COMMISSIONER BRISÉ:** Okay. Thank you.

11 **CHAIRMAN BROWN:** And just a follow-up. It  
12 would be Opus 1 (sic) that physically does that?

13 **MS. THOMPSON:** Correct.

14 **CHAIRMAN BROWN:** The outside vendor?

15 **MS. THOMPSON:** Correct.

16 **CHAIRMAN BROWN:** Do they -- does U.S. Water  
17 utilize them for their other subsidiaries?

18 **MS. THOMPSON:** Yes.

19 **CHAIRMAN BROWN:** Okay. All right. Any other  
20 questions or comments? I'll entertain a motion.

21 **COMMISSIONER BRISÉ:** Move staff.

22 **COMMISSIONER PATRONIS:** Second.

23 **CHAIRMAN BROWN:** All those in favor.

24 (Vote taken.)

25 Thank you. Motion passes. And we will see

1 you later. Have a wonderful day everyone. This  
2 concludes the meeting.

3 (Commission Conference adjourned.)  
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1 STATE OF FLORIDA )  
2 COUNTY OF LEON ) : CERTIFICATE OF REPORTER

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

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

13 I FURTHER CERTIFY that I am not a relative,  
14 employee, attorney or counsel of any of the parties, nor  
15 am I a relative or employee of any of the parties'  
16 attorney or counsel connected with the action, nor am I  
17 financially interested in the action.

18 DATED THIS 8th day of February, 2016.

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