



STATE OF WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

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June 9, 2015

AGENDA

Credit and Debit Card Payment Options Docket A-150561

Agenda:

- 9:30 a.m. Opening comments – Christopher S. Hancock, Commissioners
- Commissioners' welcoming remarks
 - Introductions
 - Overview of current practices
- 9:45 a.m. Discussion – Companies provide brief summary of responses to topics listed on page two of the workshop agenda.
- 9:50 – 10:10 a.m. Discussion Topic 1
 - 10:10 – 10:30 a.m. Discussion Topic 2
 - 10:30 – 10:50 a.m. Discussion Topic 3
 - 10:50 – 11:05 a.m. Discussion Topic 4
- 11:05 a.m. Break
- 11:15 a.m. Further Discussion
- 11:15 – 11:35 a.m. Discussion Topic 5
 - 11:35 – 11:55 a.m. Discussion Topic 6
- 11:55 – 12:00 p.m. Recap and next steps
- 12:00 p.m. Adjourn

Topics for Discussion

1. What has stopped utilities from seeking to recover these costs as an operating expense, compared to directly assigning them to customers?
2. The utilities have noted that customers who use credit and debit cards are frequently frustrated by convenience fees. Do the companies know how customers who do not use these payment methods feel about covering the costs for customers that do?
3. What steps could utilities take to reduce their costs, per transaction, to their third-party payment processors?
4. The “utility rate”: Could you describe how a utility would qualify for this, and how it may be incorporated while maintaining the use of a third-party payment processor? How does this compare to the costs to large retailers, like Wal-Mart or Barnes and Noble?
5. What are your estimates of costs to your particular utility? In which areas do you anticipate seeing cost-savings?
6. Northwest Natural’s experience with cost-recovery of credit and debit card processing fees in Oregon.