

Service Date: September 14, 2016



STATE OF WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION  
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September 13, 2016

**NOTICE OF CHANGE IN POLICY REGARDING COSTS RELATED TO  
THE USE OF CREDIT CARDS BY CUSTOMERS**

RE: Docket A-150561

TO ALL INTERESTED PERSONS:

It has been the policy of the commission not to allow recovery in general rates of costs incurred by water companies for processing credit cards for individual customers that desired to pay their bills by credit card. The position of the commission was that only a limited number of customers used credit cards for payment, and those customers should shoulder the related costs.

In April of 2015, the commission opened Docket A-150561 to investigate current utility and transportation industry practices regarding credit and debit card payments by customers, and to reevaluate the regulatory framework surrounding those payments.

After reviewing the practice, the commission found allowing a company to incur the payment costs, rather than its individual customers, was in the public interest. For example, moving to a fee-free program may provide the company the opportunity to reduce its per-transaction costs by using special programs offered by credit card service organizations.

Therefore, the commission publicly notices that those regulated water companies that currently charge individual customers for credit card payments that desire to adopt a fee-free program may do so by removing any stated charge for the use of a credit card

to pay outstanding amounts due the company from its tariff if a provision exists.  
Those companies that are already providing fee-free programs need to take no action.

Questions regarding the fee-free plan may be addressed to Mike Young by e-mail at [myoung@utc.wa.gov](mailto:myoung@utc.wa.gov) or by calling (360) 664-1155.

Sincerely,

STEVEN V. KING  
Executive Director and Secretary