

RESOLUTION NO. 16PUC-007

**RESOLUTION REQUESTING CITY TO ESTABLISH FEE
FOR PROCESSING CREDIT CARD PAYMENTS OVER
THE TELEPHONE.**

RESOLVED by the Duluth Public Utilities Commission (the "Commission") that the Commission hereby requests that the City of Duluth establish a fee in the amount of \$5.00 to be charged to customers paying their utility bills by having Department personnel process a credit card payment over the telephone.

Approved by the DPUC:

June 21, 2016

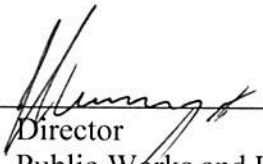
(date)

Submitted to City Council:
(where appropriate)

June 21, 2016

(date)

ATTEST:



Director
Public Works and Utilities
City of Duluth

STATEMENT OF PURPOSE: The purpose of this resolution is to request that the City authorize the Department to charge a \$5.00 fee to be added to the bill of customers who wish to pay their bill by having Department personnel process credit card payments over the telephone. The purpose of this fee is to compensate the Department for its additional costs in time, personnel and additional risk in having Department personnel process these transactions. Customers could still use credit cards to pay their bills online, in person, or by using the automated telephone system without any additional charge.