

STATE OF FLORIDA

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DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

January 11, 2012

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12 JAN 12 AM 8:12
COMMISSION
CLERK

Utility Corporation of Florida, Inc.
Attn: Ms. Lois Schlabach
200 Healthy Way
Sebring, FL 33876-7608

Re: Docket No. 110165-SU, Staff Assisted Rate Case for Utility Corporation of Florida, Inc. in Highlands County.

Dear Ms. Schlabach:

This will confirm that Commission staff will hold a customer meeting at the Springlake Community Center on February 9, 2012, starting at 6:00 p.m. We ask that, if at all possible, you or another knowledgeable representative of the Utility attend all scheduled meetings in order to answer customer questions. The location of the general meeting will be as follows:

Springlake Community Center
209 Spring Lake Blvd
Sebring, FL 33876

A draft customer meeting notice is enclosed. Please note the date has been left blank so that you can fill in the date that the notice is sent to the customers. The customers must have at least 14 calendar days' notice of the meeting, calculated from the day that they receive the notice as required by Rule 25-22.0407(9)(b), Florida Administrative Code (F.A.C.). Please furnish me with a copy of the notice, as reproduced at the time it is distributed to your customers, together with a cover letter indicating the exact date(s) on which the notice was mailed or otherwise delivered to the customers.

Two copies of the preliminary Staff Report will subsequently be sent under a separate cover letter. When you receive the Staff Report, please ensure that a copy of the completed application for staff-assistance and the Staff Report are available for review, pursuant to Rule 25-22.0407 (9)(b) F.A.C., by all interested persons at the following location:

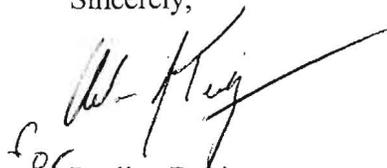
Utility Corporation of Florida, Inc.
200 Healthy Way
Sebring, FL 33876-7608

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Ms. Schlabach
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For your convenience, I have also enclosed a copy of Rule 25-22.0407(9), F.A.C. Should you have any questions about any of the matters contained herein, please do not hesitate to contact me at (850) 413-6183. In addition, you may contact Lydia Roberts at (850) 413-6877, with any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Pauline Robinson", written over a horizontal line.

for
Pauline Robinson
Attorney

Enclosure (1)

PR:lr

cc: Division of Economic Regulation (Roberts, Hudson, Maurey, Fletcher, Simpson)
Office of General Counsel (Robinson)
Office of Commission Clerk (Docket No. 110165-SU)

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Rule 25-22.0407(9), Florida Administrative Code

(9) When a utility applies for a staff-assisted rate case in accordance with Section 367.0814, Florida Statutes, and Rule 25-30.455, F.A.C., and staff-assistance is granted, the requirements of subsections (2), (3), (4), and (5) of this rule shall not apply.

(a) Upon receipt of the staff reports, the utility shall place two copies of its application for staff-assistance and the staff reports at any business offices it has in its service area. Such copies shall be available for public inspection during the utility's regular business hours. If the utility does not have a business office in its service area, the utility shall place two copies of its application and the staff reports at the main county library, the local community center or other appropriate location that is within or most convenient to the service area and that is willing to accept and provide public access to the copies.

(b) No less than 14 days and no more than 30 days prior to the date of a customer meeting conducted by the Commission staff, the utility shall provide, in writing, a customer meeting notice to all customers within its service area and to all persons in the same service areas who have filed a written request for service or who have been provided a written estimate for service within the 12 calendar months prior to the month the petition is filed.

(c) The customer meeting notice shall be approved by the Commission staff prior to distribution and shall include the following:

1. The date the notice was issued;
2. The time, date, location, and purpose of the customer meeting;
3. A statement that the utility has applied for a staff-assisted rate case and the general reasons for doing so;
4. A statement of the location where copies of the application and the staff reports are available for public inspection and the times during which inspection may be made;
5. A comparison of current rates and charges and the proposed new rates and charges;
6. The utility's address, telephone number, and business hours;
7. A statement that written comments regarding utility service or the proposed rates and charges should be addressed to the Director, Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870, and that such comments should identify the docket number assigned to the proceeding;
8. A statement that complaints regarding service may be made to the Commission's Division of Consumer Affairs at the following toll-free number: 1(800)342-3552.
9. A statement that the Commission will be reviewing the utility's service availability charges in the pending case and that the Commission may adjust those charges.
10. The docket number assigned by the Commission's Division of the Commission Clerk and Administrative Services.

(d) The customer meeting notice shall be mailed to the out-of-town address of all customers who have provided the utility with an out-of-town address.

(e) If the proposed agency action order issued in the case is protested and any hearings are subsequently held, the utility shall give notice in accordance with subsections (6) and (7) above.

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