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STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR
 DIVISION OF ECONOMIC REGULATION
 (850) 413-6900

Public Service Commission

March 16, 2012

RECEIVED-FPSC
 12 MAR 19 AM 8:13
 COMMISSION
 CLERK

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

Re: Docket No. 110165-SU - Request for approval of proposed changes to include miscellaneous service and service availability charges, add after hours charge, and delinquent payment charge in Highlands County

Dear Ms. Schlabach:

Commission staff has received your letter regarding an extension of time to include miscellaneous service charges and service availability charges for the above-referenced docket. Staff requires the following information to complete our review for miscellaneous service charges. Using the table provided below, please respond to the requests by March 30, 2012, regarding the Utility Corporation of Florida, Inc. proposed changes to include miscellaneous service charges.

<u>Component</u>	<u>Normal Hours</u> <u>Hourly Pay</u>	<u>Normal Hours</u> <u>Typical Time</u>	<u>Normal Hours</u> <u>Total Cost</u>	<u>Description</u>
Clerical & Administrative Labor				
Labor to inspect Facilities				
Labor to determine complaint resolution				
Transportation costs				
Computer services				
Overhead				
Etc....				
Total Costs				

These costs should address, in detail, the following components:

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1. Office costs associated with recording and processing a customer request for service, including labor, computer service, and postage.
2. Office costs associated with receiving, recording, and processing a customer's request for termination of service and final bill, including labor, computer services, and postage.
3. Field costs associated with the inspection of a facility and connection of service including transportation, labor, and meter reading expense.
4. Field costs associated with the disconnection of service including transportation, labor, and meter reading expense.
5. Overhead costs indirectly related to a specific job including a portion of general office facilities and equipment, supervision, insurance, and small miscellaneous expenses required to support service activities.
6. In addition, please provide the number of initial connections, normal reconnections, violation reconnections, and premises visits during the preceding 12 months.
7. Provide the number of special premises visits to determine if a meter has been tampered with during the preceding 12 months.
8. Provide the above information for after hour rates as well.
9. Please submit tariff sheets to include changes and additions requested by the Utility.

If you have any questions or require further assistance regarding this matter, please feel free to contact me at (850) 413-6443.

Sincerely,



Kaley Thompson
Regulatory Analyst

PS:lr

cc: Division of Economic Regulation (Maurey, Fletcher, Hudson, Roberts, Daniel, Simpson, Thompson, Kummer, Stallcup)
Office of General Counsel (Teitzman, Robinson)
Office of Commission Clerk (Docket No. 110260-WS)