

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF CUSTOMER SERVICE HEARING

TO

FLORIDA PUBLIC UTILITIES COMPANY  
OFFICE OF PUBLIC COUNSEL

AND

ALL OTHER INTERESTED PERSONS

DOCKET NO. 070304-EI

PETITION FOR RATE INCREASE BY FLORIDA PUBLIC UTILITIES COMPANY.

ISSUED: November 6, 2007

NOTICE OF CUSTOMER SERVICE HEARING

NOTICE is hereby given that the Florida Public Service Commission will hold customer service hearings in the above docket on the rates and charges of the Florida Public Utilities Company (FPUC). The hearings will commence at the time and location shown below and will continue until all witnesses have been heard. CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME SINCE THE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY.

Wednesday, December 5, 2007

10:00 a.m. (CST)

Jackson County Administration Building  
County Commission Meeting Room  
2864 Madison Street  
Marianna, Florida 32446

Thursday, December 6, 2007

10:00 a.m.

Fernandina Beach City Hall  
City Commission Chambers  
204 Ash Street  
Fernandina Beach, Florida 32034

DOCUMENT NUMBER-DATE

10072 NOV-6 5

FPSC-COMMISSION CLERK

### PURPOSE AND PROCEDURE

The purpose of these customer service hearings is to take testimony from the public on the quality and adequacy of FPUC's service and other matters related to FPUC's petition for a rate increase. The procedure at these hearings shall be as follows: The Company will present a brief summary of its case and then members of the public may present testimony. Members of the public who wish to present testimony are urged to appear promptly at each scheduled hearing time since the hearing may be adjourned early if no witnesses are present to testify. All witnesses shall be subject to cross examination at the conclusion of their testimony.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Office of Commission Clerk at (850) 413-6770 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired should contact the Florida Public Service Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).

### ADDITIONAL NOTICE

To ensure that the public is made aware of the public hearing scheduled in this matter, the Florida Public Utilities Company, prior to the hearings scheduled herein, is directed to enclose in all customers' bills, or in a separate mailing to all customers, a notice setting forth fully the time and place of these hearings and a statement that "persons who wish to present testimony are urged to appear at the beginning of the hearing since the hearing may be adjourned early if no witnesses are present to testify." The notice shall be completed at least ten (10) days before the first scheduled hearing. The Company is also directed to publish in a newspaper of general circulation in the area in which a hearing is to be held, a display advertisement stating the time, date, location and purpose of the hearing and a statement that "persons who wish to present testimony are urged to appear at the beginning of the hearing since the hearing may be adjourned early if no witnesses are present to testify." The advertisements shall be published at least seven (7) days and not more than twenty (20) days before each service hearing.

### JURISDICTION

Jurisdiction over this utility is vested in the Commission by Chapter 366, Florida Statutes; authority to approve any changes in rates is governed by Sections 366.04 through 366.076, Florida Statutes. The provisions of Chapters 25-6 and 25-9, Florida Administrative Code, are also applicable.

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By DIRECTION of the Florida Public Service Commission this 6th day of November,  
2007.



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ANN COLE  
Commission Clerk

(SEAL)

MCB