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November 3, 2003

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COMMISSION
CLERK

BY HAND DELIVERY

Ms. Blanca Bayó, Director
Division of Records and Reporting
Room 110, Easley Building
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Re: Docket No. 030438-EI

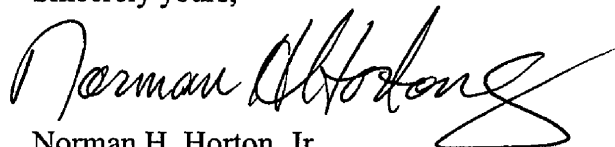
Dear Ms. Bayó:

Enclosed for filing in the captioned docket is an affidavit by Mr. George Bachman that notice of the Petition for Rate Increase was sent to customers.

Please acknowledge receipt of these documents by stamping the extra copy of this letter "filed" and returning the same to me.

Thank you for your assistance with this filing.

Sincerely yours,



Norman H. Horton, Jr.

AUS _____ NHH/amb
CAF _____ Enclosures
CMP _____
COM _____ cc: Jennifer Brubaker, Esq.
CTR _____ Steve Burgess, Esq.
ECR _____
GCL _____
OPC _____
MMS _____
SEC _____
OTH _____

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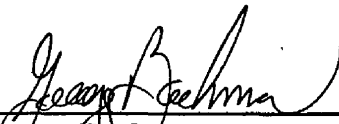
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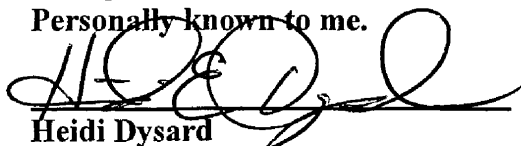
STATE OF FLORIDA)
)
COUNTY OF PALM BEACH)

BEFORE ME, the undersigned authority, personally appeared George M. Bachman, who stated that Florida Public Utilities Company has mailed notices (copy attached) to all electric customers in its Marianna and Fernandina Beach service areas informing them of the pending rate case and the subsequent rate increases. The mailing was sent to 26,434 electric customers as of October 14, 2003, and was mailed on October, 17, 2003.




George Bachman
CFO & Treasurer
Florida Public Utilities Company

Sworn to and subscribed before me
This 29th day of October, 2003, by
George M. Bachman who is
Personally known to me.



Heidi Dysard
Notary Public, State of Florida

My commission expires:


Heidi E. Dysard
Commission # DD108014
Expires April 10, 2006
Bonded Thru
Atlantic Bonding Co., Inc.


Heidi E. Dysard
Commission # DD108014
Expires April 10, 2006
Bonded Thru
Atlantic Bonding Co., Inc.

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLEAR



IMPORTANT NOTICE TO CUSTOMERS

On August 14, 2003, Florida Public Utilities Company filed a Petition with the Florida Public Service Commission seeking approval to increase rates and charges to produce an additional \$4,117,121 in revenues. This increase is needed in order to enable the Company to continue to provide sufficient, adequate and efficient service and to afford the Company an opportunity to earn a fair rate of return. A comparison of current and proposed Customer Facilities Charges, Energy Charges, Demand Charges and Service Charges are shown below and more details are contained in the Minimum Filing Requirements, which also contain detailed financial, accounting, tariff and engineering data supporting the request. These and the synopsis of the case are available for review at the business offices at the following locations during regular work hours.

2825 Pennsylvania Avenue
Marianna, Florida 32448-4004
850-526-6800

911 South 8th Street
Fernandina Beach, Florida 32034
904-261-3663

The Public Service Commission has scheduled hearings on this Petition for February 18-19, 2004, in Tallahassee and a final decision is scheduled for April 6, 2004. In addition, the PSC has scheduled service hearings at the following time and place:

December 3, 2003, 6:00 p.m.
Fernandina Beach City Commission
Chambers
204 Ash Street
Fernandina Beach, Florida 32034

December 4, 2003, 6:00 p.m.
Jackson County Commission
Meeting Room
2864 Madison Street
Marianna, Florida 32446

At the service hearings, customers will be afforded an opportunity to present comments to the Commission regarding the proposal and service of the company.

Customers wishing to address the Commission are urged to appear early as the hearing will be adjourned if no one is in attendance.

Any person requiring some accommodation at the service hearings because of physical impairment should call the Commission's Division of the Commission Clerk and Administrative Services at 850-413-6770 at least five calendar days 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).

Any customer comments regarding the Company's service or the proposed rate increase should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public

Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Such comments should refer to Docket No. 030438-EI, which is the docket number that has been assigned to this proceeding.

For your information, we are also providing the address and telephone number of the Florida Public Service Commission's Consumer Affairs Division: Division of Consumer Affairs, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, 1-800-342-3552 (Toll Free Number). Following is a comparison of current and proposed base rates:

| | Current | | Proposed |
|--------------------------------------|-----------------------------------|------------------|-----------------------------------|
| | <u>Customer Facilities Charge</u> | | <u>Customer Facilities Charge</u> |
| | Marianna | Fernandina Beach | Consolidated |
| Residential (RS) | 8.30 | 7.00 | 10.84 |
| General Service (GS) | 11.50 | 10.00 | 14.87 |
| General Service Demand (GSD) | 43.75 | 38.00 | 48.66 |
| General Service Large Demand (GSLD) | 52.50 | 38.00 | 57.11 |
| General Service Large Demand (GSLD1) | ----- | 475.00 | 378.31 |

| | Current | | Proposed |
|--------------------------------------|----------------------|------------------|----------------------|
| | <u>Energy Charge</u> | | <u>Energy Charge</u> |
| | Marianna | Fernandina Beach | Consolidated |
| Residential (RS) | .01213 \$/KWH | .01220 \$/KWH | .01742 \$/KWH |
| General Service (GS) | .01213 \$/KWH | .01565 \$/KWH | .01939 \$/KWH |
| General Service Demand (GSD) | .00076 \$/KWH | .00548 \$/KWH | .00368 \$/KWH |
| General Service Large Demand (GSLD) | ----- | .00548 \$/KWH | .00204 \$/KWH |
| General Service Large Demand (GSLD1) | ----- | ----- | ----- |

| | Current | | Proposed |
|--------------------------------------|----------------------|------------------|----------------------|
| | <u>Demand Charge</u> | | <u>Demand Charge</u> |
| | Marianna | Fernandina Beach | Consolidated |
| Residential (RS) | ----- | ----- | ----- |
| General Service (GS) | ----- | ----- | ----- |
| General Service Demand (GSD) | 2.40 \$/KW | 1.77 \$/KW | 2.48 \$/KW |
| General Service Large Demand (GSLD) | 2.80 \$/KW | 1.77 \$/KW | 2.89 \$/KW |
| General Service Large Demand (GSLD1) | ----- | 1.14 \$/KW | .91 \$/KW |

| | Current | | Proposed |
|---|------------------------|------------------|------------------------|
| | <u>Service Charges</u> | | <u>Service Charges</u> |
| | Marianna | Fernandina Beach | Consolidated |
| Initial Entitlement of Service | 33.20 | 13.00 | 44.00 |
| Re-establish Service or Make Changes to Existing Account | 14.50 | 11.00 | 19.00 |
| Temporary Disconnect then Reconnect Service Due to Customer Request | 26.25 | 20.00 | 27.00 |
| Reconnect After Disconnect for Rule Violation (normal hours) | 38.25 | 15.00 | 37.00 |
| Reconnect After Disconnect for Rule Violation (after hours) | 38.25 | 15.00 | 60.00 |
| Temporary Service used in conjunction with the temporary service fee when running a temporary service | 30.50 | 20.00 | 44.00 |