

NOTICE OF CUSTOMER SERVICE HEARINGS

The FLORIDA PUBLIC SERVICE COMMISSION announces customer service hearings to which all persons are invited.

DATE AND TIME: THURSDAY, SEPTEMBER 15, 2011 at 10:00 a.m.

PLACE: The School Board of Escambia County, J. E. Hall Educational Services Center, Room 160  
30 East Texar Drive, Pensacola, FL 32503

DATE AND TIME: THURSDAY, SEPTEMBER 15, 2011 at 6:00 p.m.

PLACE: Holiday Inn Select, Main Ballroom  
2001 North MLK/Cove Boulevard, Panama City, FL 32405

GENERAL SUBJECT MATTER TO BE CONSIDERED: DOCKET NO.110138-EI – Petition for increase in rates by Gulf Power Company. The purpose of these customer service hearings is to take testimony from the public on the quality and adequacy of Gulf Power Company’s service and other matters related to Gulf Power Company’s petition for a rate increase. The procedure at these service 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. One or more of the Commissioners of the Florida Public Service Commission may attend and participate in the meeting.

EMERGENCY CANCELLATION OF CUSTOMER SERVICE HEARING:

If a named storm or other disaster requires cancellation of the meeting, Commission staff will attempt to give timely direct notice to the parties. Notice of cancellation of the meeting will also be provided on the Commission’s website (<http://www.psc.state.fl.us/>) under the Hot Topics link found on the home page. Cancellation can also be confirmed by calling the Office of the General Counsel at (850) 413-6199.

In accordance with the American with Disabilities Act, persons needing a special accommodation to participate at this proceeding should contact the Office of Commission Clerk no later than five days prior to the conference at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, via 1-800-955-8770 (Voice) or 1-800-955-8771 (TDD), Florida Relay Service. For more information, you may contact: Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850.

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**Notices Submitted to/Confirmed by Administrative Code & Weekly Staff**

[Notices Confirmed by ACW](#)

**Notices Submitted to ACW**

ID	Rule No./ Organization	Rule Title	Section	Issue	Date
✓ <a href="#">10322951</a>	8/15/2011	Florida Public Service Commission	Meeting	8/26/2011 Vol. 37/34	8/17/2011
<a href="#">10323048</a>	8/15/2011	Florida Public Service Commission	Meeting	8/26/2011 Vol. 37/34	8/17/2011
<a href="#">10325570</a>	8/16/2011	Florida Public Service Commission	Meeting	8/26/2011 Vol. 37/34	8/17/2011
<a href="#">10307819</a>	8/16/2011	Florida Public Service Commission	Meeting	8/19/2011 Vol. 37/33	8/10/2011

**Notices Confirmed by ACW**

ID	Rule No./ Organization	Rule Title	Section	Issue	Date
<a href="#">10307140</a>	8/16/2011	Florida Public Service Commission	Meeting	8/19/2011 Vol. 37/33	8/16/2011
<a href="#">10307043</a>	8/16/2011	Florida Public Service Commission	Meeting	8/19/2011 Vol. 37/33	8/16/2011
<a href="#">10303260</a>	8/16/2011	Florida Public Service Commission	Meeting	8/19/2011 Vol. 37/33	8/16/2011
<a href="#">10302969</a>	25-24.455,...	Scope and Waiver, Terms and Definitions, Registration Required, Cancellation of a Registration, Company Operations and Customer Relations, Records and Reports, Tariffs, Toll Free Number Transfers, Pay Telephone Operator Services, Shared Tenant Service Operations, Airport Exemption, Application and Scope, Terms and Definitions; Rules Incorporated, Service Requirements for Companies Providing Operator Services, Rate and Billing Requirements, Service Requirements for Call Aggregators, Tariffs Not Required, AAV Service Provider Operations; Rules Incorporated, Notification Requirements, Consumer Information, Service Standards, Scope, Terms and Definitions, Registration or Certificate of Public Convenience and Necessity Required, Tariffs or Price Lists, Standards for Prepaid Calling Services and Consumer Disclosure, Refunds, Discontinuance of Service	Proposed	8/19/2011 Vol. 37/33	8/16/2011
<a href="#">10302775</a>	25-4.0185,...	Periodic Reports, Complaints, Report of Interruptions, Customer Premises Equipment and Inside Wire, Design and Construction of Plant, Safety, Telephone Directories; Directory Assistance, Courtesy, Availability of Basic Local Telecommunications Service, Customer Trouble Reports for Basic Local Telecommunications Service, Adequacy of Service, Transmission Requirements, Answering Time for Basic Local Telecommunications Service, Intercept Service, Emergency Operation, Hearing/Speech Impaired Persons, Emergency 911 Access, Carrier-of-Last-Resort; Multitenant Business and Residential Property, Service Guarantee Program, Applicability, Definitions, Rights of Way and Easements, Installation of Underground Distribution System Within Subdivision, Schedule of Charges, Connection of Existing System, Advance by Applicant, Construction Practices, Records and Reports, Special	Proposed	8/19/2011 Vol. 37/33	8/16/2011