



208 Wildlight Avenue  
Yulee, FL 32097

November 29, 2020

Adam J. Teitzman  
Commission Clerk & Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket Number 20200000-GU:  
Florida Public Utilities Company, COVID IMPACT DATA

Dear Mr. Teitzman:

We are enclosing the Florida Public Utilities' Customer Impact Data related to COVID-19 for the month of **October 2020**.

If you have any questions or comments, please feel free to contact me at [dcraig@fpuc.com](mailto:dcraig@fpuc.com), or (904) 383-8693.

Sincerely,

A handwritten signature in black ink that reads "Derrick M. Craig". The signature is written in a cursive, flowing style.

Derrick M. Craig  
Senior Regulatory Analyst

Enclosure

CC: Beth Keating, Gunster & Yoakley  
SJ 80-445, 2019 PGA Filings

**Customer Impact Data Related to COVID-19**

Utility: **Florida Public Utilities**

Reporting Month:

**October 2020**

*The report should include data as of the last day of reporting month  
and is due by the last day of the following month*

Delinquent Accounts		
Number of Accounts 60 -89 days past due	Reporting Month	Prior Year Month
Residential	2,276	853
Commercial / Industrial	229	86
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	3,607	762
Commercial / Industrial	313	61

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$456,822	\$115,417
Commercial / Industrial	\$147,237	\$11,364
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$899,982	\$142,890
Commercial / Industrial	\$200,285	\$14,172

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	41	249
Commercial / Industrial	8	8
Average Duration of New Payment Arrangement	Reporting Month	Prior Year Month
Residential	55	---
Commercial / Industrial	146	---
Percent of Customers Under a Payment Arrangement	Reporting Month	Prior Year Month
Residential <sup>1</sup>	0.16%	---
Commercial / Industrial <sup>2</sup>	0.11%	---

<sup>1</sup> Number of residential customers under a payment arrangement/total number of residential customers.

<sup>2</sup> Number of commercial-industrial customers under a payment arrangement/total number of commercial-industrial customers.

Bad Debt		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt <sup>3</sup>	(\$494)	\$740,458

<sup>3</sup> Difference between reporting month and the average of the same month for the prior three years; excluding any prior months that were impacted by named hurricanes. If a prior month is excluded, provide an explanation.

Late Fees		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	\$0	\$28,396
Commercial / Industrial	\$0	\$9,450

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	0	4,420
Commercial / Industrial	0	497
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	0	57
Commercial / Industrial	0	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	0	24
Commercial / Industrial	0	0

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	3	12
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	2	4

**Customer Communications**

Please provide samples of any new communication/media notices provided to customers concerning the utility's past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection policies issued within the last 30-days.

In the past 30-days, has the utility made changes to, or implemented new, policies related to past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection? If so, please explain. *No changes made in the last 90 days.*