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November 30, 2020

-VIA ELECTRONIC FILING-

Mr. Adam Teitzman
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850

Re: Docket No. 20200000 – Florida City Gas COVID-19 Customer Impact Data Report

Dear Mr. Teitzman:

Attached for electronic filing is the Florida City Gas COVID-19 Customer Impact Data Report for the month of October 2020.

If there are any questions regarding this filing, please contact me at 561-691-7255.

Sincerely,

/s/ Joel T. Baker

Joel T. Baker
Fla. Bar No. 0108202

Attachment

cc: Florida Public Service Commission
Shaw Stiller, Office of General Counsel

Florida City Gas

700 Universe Boulevard, Juno Beach, FL 33408

Customer Impact Data Related to COVID-19

Utility: [Florida City Gas](#)

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	1,902	723
Commercial / Industrial	190	
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	5,676	745
Commercial / Industrial	578	

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$57,396	\$59,949
Commercial / Industrial	\$52,231	
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$592,819	\$122,451
Commercial / Industrial	\$925,797	

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	114	404
Commercial / Industrial	8	16
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	3	---
Commercial / Industrial	3	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	0.3777%	---
Commercial / Industrial ²	0.1940%	---

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

² 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 ³	\$0.00	\$0.00

³ 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 ⁴
Residential	0	
Commercial / Industrial	0	

⁴ FCG's records from prior year month only contain dollar amounts for late fees.

Discontinuance of Service		
Number of Customers who received a <i>Notice of Discontinuance of Service</i>	Reporting Month	Prior Year Month ⁵
Residential	0	
Commercial / Industrial	0	
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	0	251
Commercial / Industrial	0	
Number of Customers Reconnected to Service	Reporting Month ⁶	Prior Year Month ⁶
Residential		
Commercial / Industrial		

⁵ FCG does not have historic data for this field

⁶ FCG's system does not currently have the capability to report on this data

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	0	4
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	5,255	5255

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.
Please see attached. Customer letters were sent in October notifying customers that starting November 1st FCG will no longer be waiving late fees.
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.
In November 2020, FCG resumed charging late fees and issuing final notices.

Florida City Gas (FCG)

Undocketed – Financial impacts on utility customers as a result of the COVID-19 pandemic

Samples of New Communications



Florida City Gas
Return address
Return city, state zip

Customer name
Address line 1
City state, zip
Account #

Dear insert customer name,

First, on behalf of the Florida City Gas team, I want to thank you for being a loyal customer. Earlier this summer, we transferred all of our customer accounts to a new, simple and secure system. While some customers experienced technical issues during that initial transition, all customers have been migrated to the new, secure system and are successfully accessing their account information.

As we head into the fall and Florida businesses and communities continue reopening, we want customers to know that we will continue offering payment extensions and waiving late fees for customers experiencing hardship due to the pandemic through **October 31, 2020**.

In addition, during the last six months, we also suspended disconnections for nonpayment and will continue doing so through the end of October. Moving forward, we will resume issuing final notices in November, beginning with customer accounts that have been past due the longest amount of time.

For customers who receive a final notice but do not pay their past-due balance or contact Florida City Gas to make payment arrangements, disconnections may begin in November. For your convenience, we offer a variety of payment options, including online and telephone payments. Western Union also accepts in-person payments at convenient locations in your community. Visit FloridaCityGas.com and click on the services menu option for a list of locations. It's important to note that our field technicians don't accept cash.

Please know that disconnecting your service is not something we take lightly. We want to work with all eligible customers, and there are options available to help prevent disconnection.

We encourage our customers to call 211 referral services to learn more about financial assistance available to help pay their natural gas bill. There is funding available through traditional assistance programs as a result of federal COVID-19 relief including federal funding allocated to Florida for the Low-Income Home Energy Assistance Program (LIHEAP). The federal CARES Act also allocated additional funds specifically to help customers pay their utility bills.

Furthermore, Florida City Gas works with local non-profit organizations to help eligible customers pay their bill through our Energy Assistance program. Help is available to customers in hardship situations including income-qualified seniors (over 55), disabled adults (SSA) and families in crisis. Learn more at Floridacitygas.com/new-energyassistance.

Customers may also request payments extensions. Please call our customer care team at 800.993.7546, and we will gladly help you work out a payment plan.

Since the COVID-19 pandemic began, NextEra Energy, Inc. and its family of companies, which includes Florida City Gas, have committed nearly \$5 million in emergency assistance to partner organizations working on the frontlines of the crisis to provide critical support to the most vulnerable members of our communities.

Please visit FloridaCityGas.com/coronavirus.html for the latest updates on COVID-19 related information.

We remain committed to working with our customers and delivering to you the safe and reliable natural gas service you expect from Florida City Gas.

Sincerely,

,
Sr. Director and General Manager
Florida City Gas



Florida City Gas
Return address
Return city, state zip

Customer name
Address line 1
City state, zip
Account #

Estimado(a) insert customer name:

Primeramente, en nombre del equipo de Florida City Gas, quisiera agradecerle por su lealtad como cliente. A principios de este verano, transferimos todas las cuentas de nuestros clientes a un sistema nuevo, simple y seguro. Aunque algunos clientes experimentaron problemas técnicos durante la transición inicial, todos los clientes han sido transferidos satisfactoriamente y ahora pueden ingresar con éxito a la información de sus cuentas en nuestro sistema nuevo.

Al llegar el otoño, los negocios y comunidades de la Florida continúan con el proceso de reapertura. Queremos informar a nuestros clientes que seguiremos ofreciendo arreglos de pago y anulando los cargos por pagos atrasados para clientes con dificultades económicas debido a la pandemia hasta el **31 de octubre de 2020**.

Además, durante los últimos seis meses, suspendimos las desconexiones del servicio por falta de pago, y vamos a continuar haciéndolo hasta el final de octubre. Reanudaremos el envío de avisos finales en noviembre, comenzando con las cuentas de los clientes que han estado retrasados en sus pagos durante el período de tiempo más largo.

Para aquellos clientes que reciban un aviso final, pero que no paguen sus saldos adeudados ni se comuniquen con Florida City Gas para coordinar un pago, las desconexiones del servicio podrán comenzar en noviembre. Para su conveniencia, ofrecemos varias opciones de pago, incluyendo pagos en línea y por teléfono. Western Union también acepta pagos en persona en muchos lugares convenientes en su comunidad. Visite FloridaCityGas.com y haga clic en la opción del menú de "services" para obtener una lista de lugares cercanos a usted. Tenga en cuenta que nuestros técnicos que se presenten en persona en su hogar o negocio, no aceptan dinero en efectivo.

Por favor tome en cuenta que la desconexión del servicio es algo que tomamos muy en serio. Nuestro objetivo es colaborar con todos los clientes que califiquen, y ofrecer opciones para ayudarles a evitar la desconexión del servicio.

Invitamos a nuestros clientes a llamar al 211 de servicios de referencia para obtener más información sobre la asistencia económica disponible para ayudarles a pagar su cuenta del servicio de gas natural. Hay financiamiento disponible a través de programas de asistencia tradicionales que forman parte de la ayuda federal para COVID-19, incluyendo financiamiento federal asignado al Estado de Florida para el Programa de Asistencia de Energía para Hogares de Bajos Ingresos (Low-Income Home Energy Assistance Program, LIHEAP). La ley

federal de Ayuda, Alivio y Seguridad Económica contra el Coronavirus (CARES Act) también asignó fondos adicionales específicamente para ayudar a los clientes a pagar sus cuentas de servicios públicos.

Para agregar, Florida City Gas colabora con organizaciones locales sin fines de lucro para ayudar a aquellos clientes que califican para pagar sus cuentas a través de nuestro programa de Asistencia de Energía. Hay recursos disponibles para los clientes que enfrentan dificultades, incluyendo ancianos que califican debido a su bajo ingreso (mayores de 55 años), adultos deshabilitados (SSA) y familias en crisis. Obtenga más información en [Floridacitygas.com/new-energyassistance](https://floridacitygas.com/new-energyassistance).

Los clientes también pueden solicitar arreglos de pago. Llame a nuestro equipo de atención al cliente al 800.993.7546, y con gusto le ayudaremos a crear un plan de pago.

Desde el inicio de la pandemia COVID-19, NextEra Energy, Inc. y su familia de compañías, que incluyen a Florida City Gas, han comprometido casi \$5 millones en asistencia de emergencia para organizaciones que se encuentran al frente de esta pandemia ayudando y apoyando a las personas más vulnerables de nuestras comunidades.

Visite [FloridaCityGas.com/coronavirus.html](https://floridacitygas.com/coronavirus.html) para informarse sobre las informaciones más recientes de COVID-19.

Nos mantenemos comprometidos a trabajar con nuestros clientes y brindarle a usted el servicio de gas natural seguro y fiable que espera de Florida City Gas.

Atentamente,

,
Director Ejecutivo y Gerente General
Florida City Gas



Florida City Gas
Return address
Return city, state zip

Customer name
Address line 1
City state, zip
Account #

Dear insert customer name,

First, on behalf of the Florida City Gas team, I want to thank you for being a loyal customer. Earlier this summer, we transferred all of our customer accounts to a new, simple and secure system. While some customers experienced technical issues during that initial transition, all customers have been migrated to the new, secure system and are successfully accessing their account information.

As we head into the fall and Florida businesses and communities continue reopening, we plan to return to normal billing operations after suspending disconnections for nonpayment during the last six months. As part of this plan, we will resume issuing final notices in November, beginning with customer accounts that have been past due the longest amount of time.

For customers who receive a final notice but do not pay their past-due balance, disconnections may begin in November. It's important to note that our field technicians don't accept cash.

Please know that disconnecting your service is not something we take lightly.

We understand your business needs are unique and encourage you to check the Small Business Administration website often for new updates on possible government funding for which your business may be eligible. Additional funding has been approved and can help you manage your business during these difficult times.

Since the COVID-19 pandemic began, NextEra Energy, Inc. and its family of companies, which includes Florida City Gas, have committed nearly \$5 million in emergency assistance to partner organizations working on the frontlines of the crisis to provide critical support to the most vulnerable members of our communities.

You have my continued commitment that we will also provide you with the guidance you need to help you manage your Florida City Gas account. As always, our team is available to help and can be reached at 800.993.7546.

Sincerely,

,
Sr. Director and General Manager
Florida City Gas



Florida City Gas
Return address
Return city, state zip

Customer name
Address line 1
City state, zip
Account #

Estimado(a) insert customer name:

Primeramente, en nombre del equipo de Florida City Gas, quisiera agradecerle por su lealtad como cliente. A principios de este verano, transferimos todas las cuentas de nuestros clientes a un sistema nuevo, simple y seguro. Aunque algunos clientes experimentaron problemas técnicos durante la transición inicial, todos los clientes han sido transferidos satisfactoriamente y ahora pueden ingresar con éxito a la información de sus cuentas en nuestro sistema nuevo.

Al acercarnos al otoño y los negocios y comunidades de la Florida continúan con el proceso de reapertura, planeamos retomar nuestras operaciones normales de facturación después de haber suspendido las desconexiones del servicio por falta de pago durante los últimos seis meses. Como parte de este plan, retomaremos el envío de avisos finales en noviembre, comenzando con las cuentas de los clientes que tengan el mayor tiempo de demora.

Para clientes que reciban un aviso final y que no paguen sus saldos adeudados, las desconexiones del servicio podrán comenzar en noviembre. Para su conveniencia, ofrecemos varias opciones de pago, incluyendo pagos en línea y por teléfono. Western Union también acepta pagos en persona en muchos lugares convenientes en su comunidad. Visite FloridaCityGas.com y haga clic en la opción del menú de "services" para obtener una lista de lugares cercanos a usted. Tenga en cuenta que nuestros técnicos que se presenten en persona en su hogar o negocio, no aceptan dinero en efectivo.

Por favor tome en cuenta que la desconexión del servicio es algo que tomamos muy en serio.

Comprendemos que las necesidades de su negocio son únicas y lo invitamos a visitar frecuentemente la página web Small Business Administration (Administración de Negocios Pequeños) para informarse sobre las noticias más recientes sobre posible financiamiento gubernamental para el que su negocio pueda calificar. Se ha aprobado financiamiento adicional, el cual puede ayudarle a administrar su negocio durante estos tiempos difíciles.

Desde el inicio de la pandemia COVID-19, NextEra Energy, Inc. y su familia de compañías, que incluyen a Florida City Gas, han comprometido casi \$5 millones en asistencia de emergencia para organizaciones que se encuentran al frente de esta pandemia ayudando y apoyando a los miembros más vulnerables de nuestras comunidades.

Estoy comprometido también a guiarlo en todo lo que necesite para gestionar su cuenta de Florida City Gas. Como siempre, nuestro equipo está disponible para ayudarle llamando al 800.993.7546.

Atentamente,

'
Director Ejecutivo y Gerente General
Florida City Gas