



Joel T. Baker
Principal Attorney
Florida City Gas Company
700 Universe Boulevard
Juno Beach, FL 33408-0420
561-691-7255
561-691-7135 (Facsimile)
Email: Joel.Baker@fpl.com

December 31, 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 November 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

Customer Impact Data Related to COVID-19

Utility: [Florida City Gas](#)

Reporting Month: [November 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	1,693	759
Commercial / Industrial	133	
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	6,141	698
Commercial / Industrial	549	

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$51,880.29	\$56,443
Commercial / Industrial	\$112,755.63	
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$720,755.80	\$102,656
Commercial / Industrial	\$739,975.89	

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	38	254
Commercial / Industrial	6	18
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	3	---
Commercial / Industrial	3	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	0.2378%	---
Commercial / Industrial ²	0.2191%	---

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	\$105,781.50	\$0.00

³ Difference between reporting month and the average of the same month for the prior two years (FCG does not have historical data beyond two years); excluding any prior months that were impacted by named hurricanes.

Late Fees		
Number of Assessed Late Fees	Reporting Month	Prior Year Month ⁴
Residential	9,417	
Commercial / Industrial		

⁴ FCG does not have the data for the number of assessed late fees for the prior year month.

Discontinuance of Service		
Number of Customers who received a <i>Notice of Discontinuance of Service</i>	Reporting Month	Prior Year Month⁵
Residential	982	
Commercial / Industrial		
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	0	57
Commercial / Industrial	0	
Number of Customers Reconnected to Service	Reporting Month⁶	Prior Year Month⁶
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.)	0	5,255

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.
FCG did not send new COVID-related communication/media notices in 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.
In the last 30 days, FCG did not change or implement new COVID-19 policies.