



208 Wildlight Avenue
Yulee, FL 32097

December 31, 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 **November 2020**.

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

Sincerely,


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: *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	2,460	873
Commercial / Industrial	192	101
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	4,126	640
Commercial / Industrial	330	66

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$457,124	\$103,120
Commercial / Industrial	\$124,641	\$29,204
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$1,159,841	\$98,179
Commercial / Industrial	\$267,631	\$8,402

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	29	278
Commercial / Industrial	2	10
Average Duration of New Payment Arrangement	Reporting Month	
Residential	50	---
Commercial / Industrial	135	---
Percent of Customers Under a Payment Arrangement	Reporting Month	
Residential ¹	0.11%	---
Commercial / Industrial ²	0.05%	---

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	(\$239,455)	\$501,003

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
Residential	\$0	\$26,267
Commercial / Industrial	\$0	\$7,502

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	0	4,335
Commercial / Industrial	0	445
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	0	153
Commercial / Industrial	0	11
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	0	54
Commercial / Industrial	0	5

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. <i>No changes made in the last 90 days.</i>	



Payment Arrangements & Financial Hardship Programs



Attention Customers: Collection activities to include assessment of late fees and service disconnections will commence in January 2021.

Florida Public Utilities remains dedicated to working closely with our customers experiencing financial hardship during the coronavirus pandemic, and we urge them to contact us as soon as possible to seek assistance. We will work with our customers to avoid disconnection of service for nonpayment, which is always the last resort. We will continue to offer payment arrangements and connect customers with social service organizations that are prepared to assist with various financial programs.

Beginning in December, we will resume issuing Delinquent Notices to all customers with a past due balance. Subsequently in January, all collection activities to include assessment of late fees and service disconnections will commence.

We urge customers who are having difficulty maintaining current account balances to call 1.800.427.7712 to secure a payment arrangement.

Our walk-in offices will remain closed for the safety and wellness of our customers and employees. Florida Public Utilities will continue to offer several convenient ways for customers to pay their bill including online, US mail, by phone, auto-pay or at any one of our authorized payment locations.

To learn more, please visit FPUC.com »