



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

February 26, 2021

**-VIA ELECTRONIC FILING-**

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

**Re: Docket No. 20210000 – 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 January 2021.

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: [January 2021](#)

*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	976	787
Commercial / Industrial	162	
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	4,275	788
Commercial / Industrial	430	

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$27,209.80	\$58,594
Commercial / Industrial	\$131,234.87	
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$567,110.23	\$101,380
Commercial / Industrial	\$649,595.76	

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	26	167
Commercial / Industrial	6	29
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	3	---
Commercial / Industrial	3	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential <sup>1</sup>	0.1554%	---
Commercial / Industrial <sup>2</sup>	0.3505%	---

<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>	\$146,886.70	\$381,041.22

<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 <sup>4</sup>
Residential	21,750	
Commercial / Industrial		

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

<b>Discontinuance of Service</b>		
<b>Number of Customers who received a <i>Notice of Discontinuance of Service</i></b>	<b>Reporting Month</b>	<b>Prior Year Month<sup>5</sup></b>
Residential	7,357	
Commercial / Industrial		
<b>Number of Customers Disconnected from Service</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	309	290
Commercial / Industrial	104	
<b>Number of Customers Reconnected to Service</b>	<b>Reporting Month</b>	<b>Prior Year Month<sup>5</sup></b>
Residential	11	
Commercial / Industrial	5	

<sup>5</sup> FCG does not have historic data for this field

<b>Customer Communications</b>		
<b>Communications</b>	<b>Reporting Month</b>	<b>March 2020 through Current (cumulative)</b>
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	1	5
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	0	5,255

<b>Customer Communications</b>
<p>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.</p> <p>Please see attached. Also, a customer communication remains on FCG's website regarding COVID-19 and customer self-service options. Please see the following link: <a href="https://www.floridacitygas.com/coronavirus.html">https://www.floridacitygas.com/coronavirus.html</a>.</p> <p>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.</p> <p>In the last 30 days, FCG did not change or implement new COVID-19 policies.</p>

## **Florida City Gas (FCG)**

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

Sample of Current Communication



Leaks, odor or emergencies  
888.352.5325

Call before you dig  
Dial 811

[LOG IN](#)

## Self-service options available 24/7

As a community, we continue adapting to the challenges associated with COVID-19, and we want you to know that you can continue to count on safe, reliable and affordable natural gas service from us. While we suspended disconnections and late fees for nonpayment from March through October of 2020, we resumed issuing final notices in November, beginning with customer accounts that were past due the longest amount of time.

Since we are experiencing high call volumes, we encourage you to use our convenient, self-service payment options instead.

**We offer three self-service payment options to help you avoid disconnection:**

1. You can [pay online](#).
2. Western Union accepts in-person payments at convenient locations in your community. You can easily see the [list of payment locations](#) on our website.
3. Use our automated phone payment system by calling 1-800-993-7546 and selecting option 2.

We understand that you may continue to experience financial hardship as a result of COVID-19. We encourage you to call 211 referral services to learn more about financial assistance available to help pay your natural gas bill. In addition, we work 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 about [energy assistance](#) on our website.

**Be aware of scammers:** Scammers may attempt to target you, threatening disconnection of service and asking for immediate payment over the phone. We will never ask for your personal information over the phone or demand payment using money orders or gift cards. Protect yourself by avoiding utility scams.

You have our commitment that our team will continue to support you as we work hard to ensure we deliver safe, affordable and reliable natural gas service. Thank you for being our customer. Please stay safe.

Sincerely,  
Florida City Gas Customer Service Manager  
Oriana Eysaman

Please do not reply to this email. This address is not monitored.

[Log In](#) | [Contact Us](#) | [Privacy Policy](#)

You are receiving this email because you are a Florida City Gas customer. Please add [Account@noreply.floridacitygas.com](mailto:Account@noreply.floridacitygas.com) to your address book or you can [unsubscribe](#) at any time.

Florida City Gas  
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