

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** April 13, 2021

**TO:** Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

**FROM:** William F. Coston, Economic Supervisor, Division of Economics

**RE:** 20210000-OT -- Undocketed filings for 2021

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Please place the attached document in docket 20210000-OT. The document is Utilities, Inc. of Florida's COVID-19 data request responses for February 2021.

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

Utility: **Utilities, Inc. of Florida**

Reporting Month: **February-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	1,050	485
Commercial / Industrial	28	23
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	1,058	139
Commercial / Industrial	41	16

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$ 91,103.21	\$ 26,517.79
Commercial / Industrial	\$ 11,481.73	\$ 6,259.68
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 240,949.78	\$ 83,592.67
Commercial / Industrial	\$ 40,588.66	\$ 20,935.22

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	81	164
Commercial / Industrial	1	1
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	9.52	---
Commercial / Industrial	12	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential <sup>1</sup>	0.66%	---
Commercial / Industrial <sup>2</sup>	0.15%	---

<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>	\$ (149.92)	\$ 55,038.37

<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	\$ -	\$ 31,047.80
Commercial / Industrial	\$ -	\$ 132.40

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	2,001	2,217
Commercial / Industrial	238	96
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	64	300
Commercial / Industrial	-	8
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	45	276
Commercial / Industrial	-	1

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	2	38
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	0	29

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. <b>Customers were notified of disconnects beginning in January. Disconnects physically started in February 2021. The data above is representative of that. Late fees are still not in effect.</b>