



May 27, 2021

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

Re: Docket Number 20210000-OT

Attached is monthly COVID-19 reporting data for the month of April 2021 as requested by Florida Public Service Commission Staff.

Sincerely,

Chris Snow

Chris Snow
Director of External Affairs
Utilities, Inc. of Florida

Customer Impact Data Related to COVID-19

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

Reporting Month: **April-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	1,098
Commercial / Industrial	43	31
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	968	203
Commercial / Industrial	41	21

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$ 86,023.41	\$ 73,789.08
Commercial / Industrial	\$ 31,659.34	\$ 6,013.47
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 229,963.66	\$ 86,581.64
Commercial / Industrial	\$ 43,808.21	\$ 22,752.71

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	35	245
Commercial / Industrial	0	2
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	10.40	---
Commercial / Industrial	12	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	0.76%	---
Commercial / Industrial ²	0.14%	---

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	\$ 5.91	\$ 986.40

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	\$ -	\$ -
Commercial / Industrial	\$ -	\$ -

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	1,703	28
Commercial / Industrial	166	4
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	12	-
Commercial / Industrial	-	-
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	8	2
Commercial / Industrial	-	-

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	2	45
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.