



208 Wildlight Avenue
Yulee, FL 32097

June 1, 2021

Adam J. Teitzman
Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

RE: Docket Number 20210000-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 **April 2021**.

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

Sincerely,

A handwritten signature in black ink that reads "Derrick M. Craig". The signature is written in a cursive style.

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:

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	1,642	1,464
Commercial / Industrial	188	224
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	3,036	892
Commercial / Industrial	253	131

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$298,215	\$195,825
Commercial / Industrial	\$158,192	\$76,959
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$1,132,581	\$129,816
Commercial / Industrial	\$298,376	\$57,671

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	102	910
Commercial / Industrial	4	28
Average Duration of New Payment Arrangement	Reporting Month	
Residential	150	---
Commercial / Industrial	201	---
Percent of Customers Under a Payment Arrangement	Reporting Month	
Residential ¹	0.40%	---
Commercial / Industrial ²	0.03%	---

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	\$9,411	\$1,275,261

³ Portion of incremental bad debt expense (variance to 3-year average) reported to regulatory asset; 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	4,695	0
Commercial / Industrial	677	0

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	0	0
Commercial / Industrial	0	0
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	111	0
Commercial / Industrial	10	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	0	0
Commercial / Industrial	0	0

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	0	13
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	0	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. No communications in the past 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. No changes made in the last 90 days.	