



208 Wildlight Avenue
Yulee, FL 32097

June 16, 2021

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 a re-filing for 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,

A handwritten signature in cursive script that reads "Derrick M. Craig".

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	(\$525,428)	\$215,030

³ Difference between reporting month and the pro-rated value for the month based on a three-year annual average of bad debt expense; 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>	