

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-

DATE: January 13, 2021

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

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

RE: Place UIF's November COVID data request responses into docket 20200000-OT

Please place the attached COVID data request responses from UIF into docket 20200000-OT.

Customer Impact Data Related to COVID-19

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

Reporting Month: **November**

*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	1,454	646
Commercial / Industrial	38	17
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	1,137	140
Commercial / Industrial	40	13

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$ 131,986.30	\$ 39,817.90
Commercial / Industrial	\$ 47,273.82	\$ 1,890.91
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 258,751.71	\$ 74,531.80
Commercial / Industrial	\$ 29,872.63	\$ 19,670.66

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	8	33
Commercial / Industrial	0	0
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	9.67	---
Commercial / Industrial	0	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	0.09%	---
Commercial / Industrial ²	0	---

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	\$ (16.09)	\$ 54,941.98

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	\$ -	\$ 31,848.82
Commercial / Industrial	\$ -	\$ 79.44

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	\$ -	2,295
Commercial / Industrial	\$ -	123
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	\$ -	172
Commercial / Industrial	\$ -	4
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	\$ -	126
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	26
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	1	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.	

Chris Snow

From: Utilities, Inc. of Florida <customerservice@myuiflorida.com>
Sent: Tuesday, November 24, 2020 11:59 AM
To: Chris Snow
Subject: [TEST] Overdue Account Notice: Payment Assistance Available

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and verify that the content is safe.

This is a **preview email**. Here's a note from the person who sent it:

"Hi Chris, This is a preview e-mail. Thanks!"



Dear Valued Customer,

You are receiving this message because your utility account is 60 days or more past due.

We encourage all customers with an outstanding balance to establish a payment plan or payment arrangement that best meets their needs.

The COVID-19 pandemic has caused a significant strain on our communities. Even if you are unable to pay anything right now, we ask that you contact our Customer Service Department as soon as possible for assistance.

[Payment Plans and Deferred Payment Arrangements](#)

To support customers who have been impacted by the COVID-19 pandemic we are offering **payment plans** and **deferred payment arrangements**.

- A **payment plan** is an agreement with a customer to make a specified payment by a specified date. For example, a customer may agree to pay a balance ten days beyond the bill's due date.
- A **deferred payment arrangement** is an agreement with a customer to pay off their balance in combination with future bills, which installments are reflected on monthly customer bills.

[More Information Here](#)

Get in touch today.

Please contact us today to discuss all available payment options.

You can reach us by email at **customerservice@myuiflorida.com**, through our My Utility Connect app, which is available in your favorite app store, or by phone at **(866) 842-8432**.

[More Information Here](#)

We understand these are difficult times for many and we want to make sure our customers are aware of available assistance.

Sincerely,

Utilities, Inc. of Florida

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This email was sent to chris.snow@uiwater.com.
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