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September 30, 2020

-VIA ELECTRONIC FILING-

Mr. Adam Teitzman
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850

Re: Docket No. 20200000 – Florida City Gas COVID-19 Customer Impact Data Report

Dear Mr. Teitzman:

Attached for electronic filing is the Florida City Gas COVID-19 Customer Impact Data Report for the month of August 2020.

If there are any questions regarding this filing, please contact me at 561-691-7255.

Sincerely,

/s/ Joel T. Baker

Joel T. Baker
Fla. Bar No. 0108202

Attachment

cc: Florida Public Service Commission
Shaw Stiller, Office of General Counsel

Florida City Gas

700 Universe Boulevard, Juno Beach, FL 33408

Customer Impact Data Related to COVID-19

Utility: [Florida City Gas](#)

Reporting Month: [August 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 Month¹
Residential	3,141	739
Commercial / Industrial	225	
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month¹
Residential	3,838	1,220
Commercial / Industrial	473	

¹ Prior Year Month total was not divisible by account classification.

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month¹
Residential	\$ 261,369.89	\$ 76,501.00
Commercial / Industrial	\$ 346,611.64	
Amount 90+ days past due	Reporting Month	Prior Year Month¹
Residential	\$ 630,447.40	\$ 151,107.00
Commercial / Industrial	\$ 537,782.37	

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	14	366
Commercial / Industrial		6
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	3	---
Commercial / Industrial	3	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ²	0.3448%	---
Commercial / Industrial ³	0.0737%	---

² Number of residential customers under a payment arrangement/total number of residential customers.

³ 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 ⁴	\$ -	\$ -

⁴ 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 Month⁵
Residential	0	
Commercial / Industrial	0	

⁵ FCG's records from prior year month only contain dollar amounts for late fees.

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	0	4
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	0	0

Customer Communications
<i>Please provide the following two responses with the September 2020 filing only</i>
Please provide samples of current communication/media notices provided to customers concerning the utility's past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection policies. Please see attached.
Please provide the utility's current Covid-related policies related to past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection. The service provisions of FCG Tariff Sheet Nos. 26- 27 regarding budget billing remain applicable. Late payment charges and disconnects have been waived during the COVID-19 pandemic.
<i>Please provide the following two responses starting in October 2020, and all subsequent filings</i>
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.

Florida City Gas (FCG)

Undocketed – Financial impacts on utility customers as a
result of the COVID-19 pandemic

Samples of Current Communication/Media Notices

FCG's Customer Communications

The information below was prepared to help Florida City Gas employees and customers understand the current guidelines for in-home service appointments and any other customer-facing interactions as we adjust our business in light of the coronavirus (COVID-19) situation.

March 17, 2020

To all Florida City Gas customers:

The last few days have brought about a lot of change in the way we live, interact and conduct business. During this time, you can continue to count on safe, reliable and affordable natural gas service from Florida City Gas.

As we look ahead to the next few weeks, we're doing what we can to support the precautions put in place by the Centers for Disease Control to keep COVID-19 from spreading. This is especially important because all of our employees live and work within the same communities we serve. With that in mind, here are some changes we've implemented, effective immediately:

- **We are taking actions to protect our employees, customers and the general public:** Out of an abundance of caution and our commitment to protecting the health and safety of our employees our customers and the general public, we will take an extra step when scheduling appointments requiring in-house or in-business visits. When confirming appointments, our employees will ask you brief questions regarding the health and travel history of those who have been inside the property. Our field technicians will also ask you the same questions and will take additional precautions to work safely when entering your home or business. This may include wearing gloves for additional protection, conducting frequent hand sanitizing and practicing social distancing by standing at least six feet away.

- **We are supporting our customers facing hardship:** We understand the current COVID-19 situation is affecting some of our residential and business customers, and we want you to know we're here for you. We are currently not disconnecting service for customers who are unable to pay and are working with customers on extended payment plans. You may contact us at 1.800.993.7546 from 9 a.m. to 5 p.m. If you're experiencing hardship as a result of COVID-19, federal, state and local authorities may also have resources available to help you. A good place to learn more is on our [Energy Assistance page](#). To access your account information, visit the [My Account Portal](#).

- **Be aware of scammers:** Scammers may attempt to target Florida City Gas customers, threatening disconnection of service and asking for immediate payment over the phone. We will never ask for your personal information over the phone or demand payment using money orders or gift cards. Protect yourself by [avoiding utility scams](#).

You have my commitment that the Florida City Gas team is ready for whatever COVID-19 brings our way, and we will continue to work hard to ensure we deliver to you safe, affordable and reliable natural gas service. Thank you for being our customer. Please stay safe.

Sincerely,

Carolyn Bermudez

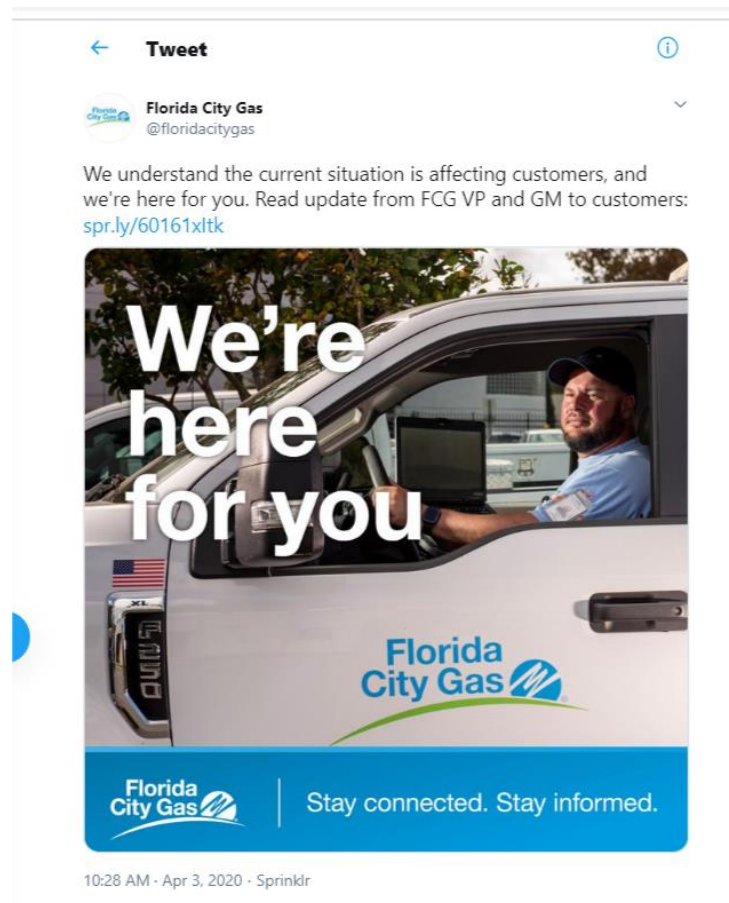
Vice President and General Manager of Florida City Gas

CUSTOMER COMMUNICATIONS

Script for phone call prior to confirming home or business appt.

- I hope you and your family are doing well.
- In light of the current health concerns pertaining to the coronavirus, I would like to ensure that both you and our employee are safe while visiting your home or business.
- In an abundance of caution and concern for your safety and ours, I do need to ask a few quick questions, in line with recommendations from the Centers for Disease Control and Prevention (CDC). Will that be OK?
 - During the last 30 days, has anyone, including those who live in the home or work at the business, or those who have visited the property, experienced any symptoms of fever or illness?
 - During the last 30 days, has anyone, including those who live in the home or work at the business, or those who have visited the property, traveled to one of the areas the CDC has identified as a location to avoid traveling to -- or come into contact with someone who has? (For a list, click [here.](#))
- If answer(s) are yes, please explain to the customer that at this time we will need to postpone the appt. until further notice.
- If answer(s) are no, proceed to confirm appt.
 - The field tech who visits your home or business may wear gloves and ask similar questions prior to entering. We ask that you practice social distancing while our employee is there. Please don't come into physical contact with them or approach their immediate work area, within six feet. I appreciate your cooperation and we look forward to seeing you.

FCG Social Media updates for COVID-related messages



<https://twitter.com/floridacitygas/status/1246082218566594560>

<https://www.facebook.com/FloridaCityGas/photos/a.939720052751665/2916067191783598/?type=3&theater>

← Tweet



Florida City Gas
@floridacitygas



Please watch out for scammers threatening disconnection of service and asking for immediate payment over the phone. As a reminder, we've suspended disconnections. Also, we will never call and ask for your personal information or demand payment. spr.ly/60101tjoy



2:49 PM · Mar 20, 2020 · Sprinklr

<https://twitter.com/floridacitygas/status/1241074385609523201>

<https://www.facebook.com/FloridaCityGas/photos/a.939720052751665/2885442208179430/?type=3&theater>



Florida City Gas
@floridacitygas



We understand the COVID-19 situation is affecting customers, and we are not disconnecting service for those unable to pay. We're here for you.

Read letter from FCG Gas VP and GM to customers:
floridacitygas.com/coronavirus



4:46 PM · Mar 19, 2020 · Sprinklr

1 Retweet 1 Like



<https://twitter.com/floridacitygas/status/1240741415283539969>

<https://www.facebook.com/FloridaCityGas/photos/a.939720052751665/2883361495054168/?type=3&theater>

Web Messages

We are in the process of transitioning to a simple and secure customer experience. As a result, some customers may experience limited functionality in viewing their account information online. We apologize for this inconvenience and thank you for your patience. Rest assured there is no adverse impact to your account as we complete the transition this week. In the meantime, our [frequently asked questions](#) will answer many of your questions.



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COVID 19: We Are Ready

| [Payment Assistance and Extensions](#)

COVID-19: We are ready

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COVID 19: We Are Ready

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COVID-19: Payment assistance and extensions

The COVID-19 pandemic has resulted in unprecedented circumstances in many areas of our lives. As our team remains focused on continuing to provide you with reliable and safe natural gas service, we want to assure you that we're here to help you during this difficult time.

We know that many of our customers are uncertain about when they will be able to work and pay their bills. Some of our business customers who are part of the fabric of the communities we serve have had to close their doors, impacting their ability to pay their employees and their bills.

Our customer service representatives are here to help customers facing hardship. We will maintain your account as active by extending payment due dates and waiving late fees. Our team is available to help at 1-800-993-7546.

We've also made changes to the personal protective equipment we provide our customer-facing employees, who continue practicing social distancing when entering customers' homes and businesses. We kindly ask our customers to do the same so we can prevent the spread of any potential illness, including COVID-19.

As we continue monitoring current updates and navigating the effects of this virus, we will keep you informed on our [web](#) and [social media](#) pages. We ask that you please continue to be aware of people seeking to take advantage of situations like this to scam our customers. We will never ask for your personal information over the phone or demand payment using money orders or gift cards. Protect yourself by [avoiding utility scams](#).

We wish you and your loved ones the very best.