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October 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 September 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: [September 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 | 2,828 | 891 |
| Commercial / Industrial | 311 | |
| Number of Accounts 90+ days past due | Reporting Month | Prior Year Month |
| Residential | 4,891 | 1,086 |
| Commercial / Industrial | 531 | |

| Amount in Arrears | | |
|-----------------------------|-----------------|------------------|
| Amount 60 -89 days past due | Reporting Month | Prior Year Month |
| Residential | \$84,866 | \$86,704 |
| Commercial / Industrial | \$104,047 | |
| Amount 90+ days past due | Reporting Month | Prior Year Month |
| Residential | \$538,183 | \$134,650 |
| Commercial / Industrial | \$753,635 | |

| Payment Arrangements | | |
|--|-----------------|--|
| Number of New Payment Arrangements | Reporting Month | March 2020 through Current (cumulative) |
| Residential | 63 | 429 |
| Commercial / Industrial | 3 | 9 |
| Average Duration of New Payment Arrangement | Reporting Month | ----- |
| Residential | 3 | --- |
| Commercial / Industrial | 3 | --- |
| Percent of Customers Under a Payment Arrangement | Reporting Month | ----- |
| Residential ¹ | 0.4030% | --- |
| Commercial / Industrial ² | 0.1093% | --- |

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 | \$0 | \$0 |

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 ⁴ |
| Residential | 0 | |
| Commercial / Industrial | 0 | |

⁴ FCG's records from prior year month only contain dollar amounts for late fees.

| Discontinuance of Service | | |
|---|------------------------|-------------------------|
| Number of Customers who received a Notice of Discontinuance of Service | Reporting Month | Prior Year Month |
| Residential | 0 | 447 |
| Commercial / Industrial | 0 | |
| Number of Customers Disconnected from Service | Reporting Month | Prior Year Month |
| Residential | 0 | 178 |
| Commercial / Industrial | 0 | |
| Number of Customers Reconnected to Service⁵ | Reporting Month | Prior Year Month |
| Residential | | |
| Commercial / Industrial | | |

⁵ FCG does not have reporting on customers reconnected to service

| 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 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. |
| There was no activity for Florida City Gas in September 2020. |
| 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. |
| Late payment charges and disconnects have been waved during the pandemic. |