

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 September 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: [September](#)

*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	1,444	543
Commercial / Industrial	40	21
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	885	108
Commercial / Industrial	37	13

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$ 135,945.02	\$ 34,259.47
Commercial / Industrial	\$ 6,225.04	\$ 1,707.06
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 201,434.26	\$ 68,823.93
Commercial / Industrial	\$ 28,931.63	\$ 18,670.05

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	1	17
Commercial / Industrial	0	0
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	12.00	---
Commercial / Industrial	0	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	0.049%	---
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	\$ 3,584.10	\$ 51,550.04

³Difference 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	\$ -	\$ 31,238.31
Commercial / Industrial	\$ -	\$ 39.38

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	2	21
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	4	28

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 provide the utility's current Covid-related policies related to past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection.
<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. No new notices but we have reshared the old notices with our customers.
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, we have not made any changes. Disconnects and late fees are still suspended.