

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: March 16, 2021

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

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

RE: 20210000-OT- Undocketed filings for 2021

Please place the attached document in docket 20210000-OT. The document is Utilities, Inc. of Florida's revised COVID-19 data request responses for January 2021.

Customer Impact Data Related to COVID-19

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

Reporting Month: **January 2021**

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	1,169	519
Commercial / Industrial	31	21
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	1,197	141
Commercial / Industrial	42	13

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$ 99,767.95	\$ 29,076.75
Commercial / Industrial	\$ 11,573.47	\$ 5,832.99
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 253,579.88	\$ 81,461.61
Commercial / Industrial	\$ 40,883.73	\$ 20,528.92

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	103	172
Commercial / Industrial	1	1
Average Duration of New Payment Arrangement	Reporting Month	
Residential	10.13	---
Commercial / Industrial	12.00	---
Percent of Customers Under a Payment Arrangement	Reporting Month	
Residential ¹	0.47%	---
Commercial / Industrial ²	0.07%	---

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	\$ (64.88)	\$ 55,188.29

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	\$ -	\$ 31,213.30
Commercial / Industrial	\$ -	\$ 39.72

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	1,908	1,819
Commercial / Industrial	167	173
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	-	365
Commercial / Industrial	-	3
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	-	311
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.)	6	36
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	0	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. UIF began to notify customers of disconnects for customers who are delinquent in making payments. UIF stressed and encouraged setting up a payment arrangement with us in order to avoid disconnects.