



April 26, 2021

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

Re: Docket Number 20210000-OT

Attached is monthly COVID-19 reporting data for the month of March 2021 as requested by Florida Public Service Commission Staff.

Sincerely,

Chris Snow

Chris Snow
Director of External Affairs
Utilities, Inc. of Florida

Customer Impact Data Related to COVID-19

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

Reporting Month: **March-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 | 1,051 | 641 |
| Commercial / Industrial | 49 | 34 |
| Number of Accounts 90+ days past due | Reporting Month | Prior Year Month |
| Residential | 1,004 | 143 |
| Commercial / Industrial | 38 | 16 |

| Amount in Arrears | | |
|-----------------------------|-----------------|------------------|
| Amount 60 -89 days past due | Reporting Month | Prior Year Month |
| Residential | \$ 72,609.22 | \$ 34,176.17 |
| Commercial / Industrial | \$ 21,494.34 | \$ 9,525.69 |
| Amount 90+ days past due | Reporting Month | Prior Year Month |
| Residential | \$ 236,406.51 | \$ 85,326.58 |
| Commercial / Industrial | \$ 39,774.93 | \$ 20,833.34 |

| Payment Arrangements | | |
|--|-----------------|---|
| Number of New Payment Arrangements | Reporting Month | March 2020 through Current (cumulative) |
| Residential | 50 | 268 |
| Commercial / Industrial | 0 | 2 |
| Average Duration of New Payment Arrangement | Reporting Month | ----- |
| Residential | 10.16 | --- |
| Commercial / Industrial | 12 | --- |
| Percent of Customers Under a Payment Arrangement | Reporting Month | ----- |
| Residential ¹ | 0.73% | --- |
| Commercial / Industrial ² | 0.14% | --- |

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 | \$ (23.79) | \$ 2,328.92 |

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 | \$ - | \$ 12,180.80 |
| Commercial / Industrial | \$ - | \$ 52.96 |

| Discontinuance of Service | | |
|--|-----------------|------------------|
| Number of Customers who received a Notice of Discontinuance of Service | Reporting Month | Prior Year Month |
| Residential | 1,764 | 477 |
| Commercial / Industrial | 209 | 89 |
| Number of Customers Disconnected from Service | Reporting Month | Prior Year Month |
| Residential | 26 | 166 |
| Commercial / Industrial | - | 2 |
| Number of Customers Reconnected to Service | Reporting Month | Prior Year Month |
| Residential | 15 | 148 |
| Commercial / Industrial | - | 1 |

| Customer Communications | | |
|---|-----------------|---|
| Communications | Reporting Month | March 2020 through Current (cumulative) |
| Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.) | 5 | 43 |
| 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. No new. | |
| 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 change in policy. | |