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April 30, 2021

**-VIA ELECTRONIC FILING-**

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

**Re: Docket No. 20210000 – 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 March 2021.

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

## Customer Impact Data Related to COVID-19

Utility: [Florida City Gas](#)

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	1,199	877
Commercial / Industrial	123	
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	3,588	674
Commercial / Industrial	400	

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$39,061	\$87,321
Commercial / Industrial	\$94,856	
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$512,381	\$107,770
Commercial / Industrial	\$450,060	

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	12	43
Commercial / Industrial	1	4
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	3	---
Commercial / Industrial	3	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential <sup>1</sup>	0.0399%	---
Commercial / Industrial <sup>2</sup>	0.0482%	---

<sup>1</sup> Number of residential customers under a payment arrangement/total number of residential customers.

<sup>2</sup> 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 <sup>3</sup>	\$35,359.00	(\$6,895.96)

<sup>3</sup> Difference between reporting month and the average of the same month for the prior two 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 <sup>4</sup>
Residential	18,482	
Commercial / Industrial		

<sup>4</sup> FCG does not have the data for the number of assessed late fees for the prior year month.

<b>Discontinuance of Service</b>		
<b>Number of Customers who received a <i>Notice of Discontinuance of Service</i></b>	<b>Reporting Month</b>	<b>Prior Year Month<sup>5</sup></b>
Residential	6,054	
Commercial / Industrial		
<b>Number of Customers Disconnected from Service</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	224	137
Commercial / Industrial	28	
<b>Number of Customers Reconnected to Service</b>	<b>Reporting Month</b>	<b>Prior Year Month<sup>5</sup></b>
Residential	9	
Commercial / Industrial	5	

<sup>5</sup> FCG does not have historic data for this field

<b>Customer Communications</b>		
<b>Communications</b>	<b>Reporting Month</b>	<b>March 2020 through Current (cumulative)</b>
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	0	6
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	0	5,255

<b>Customer Communications</b>
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.
FCG did not send new COVID-related communication/media notices in the last 30 days. However, a customer communication remains on FCG's website regarding COVID-19 and customer self-service options. Please see the following link: <a href="https://www.floridacitygas.com/coronavirus.html">https://www.floridacitygas.com/coronavirus.html</a> .
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.
In the last 30 days, FCG did not change or implement new COVID-19 policies.