



208 Wildlight Avenue
Yulee, FL 32097

April 30, 2021

Adam J. Teitzman
Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

RE: Docket Number 20200000-GU:
Florida Public Utilities Company, COVID IMPACT DATA

Dear Mr. Teitzman:

We are enclosing the Florida Public Utilities' Customer Impact Data related to COVID-19 for the month of **March 2021**.

If you have any questions or comments, please feel free to contact me at dcraig@fpuc.com, or (904) 383-8693.

Sincerely,

A handwritten signature in black ink that reads "Derrick M. Craig". The signature is written in a cursive, flowing style.

Derrick M. Craig
Senior Regulatory Analyst

Enclosure

CC: Beth Keating, Gunster & Yoakley
SJ 80-445, 2019 PGA Filings



Customer Impact Data Related to COVID-19

Utility: **Florida Public Utilities**

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	1,807	743
Commercial / Industrial	209	113
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	3,192	615
Commercial / Industrial	282	90

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$377,020	\$55,690
Commercial / Industrial	\$200,485	\$24,576
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$1,054,176	\$83,841
Commercial / Industrial	\$232,837	\$39,139

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	46	808
Commercial / Industrial	1	24
Average Duration of New Payment Arrangement	Reporting Month	
Residential	150	---
Commercial / Industrial	201	---
Percent of Customers Under a Payment Arrangement	Reporting Month	
Residential ¹	0.18%	---
Commercial / Industrial ²	0.01%	---

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	(\$217,822)	\$814,682

³ Portion of incremental bad debt expense (variance to 3-year average) reported to regulatory asset; 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	0	2,415
Commercial / Industrial	0	355

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	0	2,158
Commercial / Industrial	0	303
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	0	62
Commercial / Industrial	0	2
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	0	21
Commercial / Industrial	0	0

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	0	13
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	0	4

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. <i>No communications in the past 30 days.</i>
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. <i>No changes made in the last 90 days.</i>