



208 Wildlight Avenue  
Yulee, FL 32097

June 16, 2021

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

RE: Docket Number 20210000-GU:  
Florida Public Utilities Company, COVID IMPACT DATA

Dear Mr. Teitzman:

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

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

Sincerely,

A handwritten signature in blue ink that reads "Derrick M. Craig".

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:**

**February 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*

<b>Delinquent Accounts</b>		
<b>Number of Accounts 60 -89 days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	1,859	703
Commercial / Industrial	174	98
<b>Number of Accounts 90+ days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	3,804	671
Commercial / Industrial	235	89

<b>Amount in Arrears</b>		
<b>Amount 60 -89 days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	\$275,404	\$55,690
Commercial / Industrial	\$54,702	\$24,576
<b>Amount 90+ days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	\$1,224,463	\$103,026
Commercial / Industrial	\$276,714	\$22,824

<b>Payment Arrangements</b>		
<b>Number of New Payment Arrangements</b>	<b>Reporting Month</b>	<b>March 2020 through Current (cumulative)</b>
Residential	130	762
Commercial / Industrial	0	23
<b>Average Duration of New Payment Arrangement</b>	<b>Reporting Month</b>	
Residential	150	---
Commercial / Industrial	180	---
<b>Percent of Customers Under a Payment Arrangement</b>	<b>Reporting Month</b>	
Residential <sup>1</sup>	0.51%	---
Commercial / Industrial <sup>2</sup>	0.00%	---

<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.

<b>Bad Debt</b>		
<b>Incremental Bad Debt</b>	<b>Reporting Month</b>	<b>March 2020 through Current (cumulative)</b>
Incremental Bad Debt <sup>3</sup>	\$10,392	\$1,532,500

<sup>3</sup> Difference between reporting month and the pro-rated value for the month based on a three-year annual average of bad debt expense; excluding any prior months that were impacted by named hurricanes. If a prior month is excluded, provide an explanation.

<b>Late Fees</b>		
<b>Number of Assessed Late Fees</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	0	4,478
Commercial / Industrial	0	547

<b>Discontinuance of Service</b>		
<b>Number of Customers who received a Notice of Discontinuance of Service</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	0	3,924
Commercial / Industrial	0	471
<b>Number of Customers Disconnected from Service</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	0	95
Commercial / Industrial	0	10
<b>Number of Customers Reconnected to Service</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	0	839
Commercial / Industrial	0	0

<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	13
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	0	4

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