



October 25, 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 September 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: **September-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	1,390	1,007
Commercial / Industrial	33	25
<b>Number of Accounts 90+ days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	571	396
Commercial / Industrial	14	15

<b>Amount in Arrears</b>		
<b>Amount 60 -89 days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	\$ 125,899.18	\$ 93,356.49
Commercial / Industrial	\$ 14,547.77	\$ 3,972.42
<b>Amount 90+ days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	\$ 151,536.20	\$ 122,075.42
Commercial / Industrial	\$ 22,045.27	\$ 5,383.56

<b>Payment Arrangements</b>		
<b>Number of New Payment Arrangements</b>	<b>Reporting Month</b>	<b>March 2020 through Current (cumulative)</b>
Residential	45	337
Commercial / Industrial	0	3
<b>Average Duration of New Payment Arrangement</b>	<b>Reporting Month</b>	<b>-----</b>
Residential	8.50	---
Commercial / Industrial	0	---
<b>Percent of Customers Under a Payment Arrangement</b>	<b>Reporting Month</b>	<b>-----</b>
Residential <sup>1</sup>	0.90%	---
Commercial / Industrial <sup>2</sup>	0.22%	---

<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>	\$ 19,251.43	\$ 191,537.01

<sup>3</sup> 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.

<b>Late Fees</b>		
<b>Number of Assessed Late Fees</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	\$ -	\$ -
Commercial / Industrial	\$ -	\$ -

<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	1,198	-
Commercial / Industrial	133	-
<b>Number of Customers Disconnected from Service</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	12	-
Commercial / Industrial	-	-
<b>Number of Customers Reconnected to Service</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	13	-
Commercial / Industrial	-	-

<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.)		54
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)		29

<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. N/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. N/A	