



208 Wildlight Avenue
Yulee, FL 32097

October 29, 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 the Florida Public Utilities' Customer Impact Data related to COVID-19 for the month of **September 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".

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:

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*

Delinquent Accounts		
Number of Accounts 60 -89 days past due	Reporting Month	Prior Year Month
Residential	1,309	2,018
Commercial / Industrial	171	228
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	2,105	3,241
Commercial / Industrial	230	292

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$193,664	\$402,844
Commercial / Industrial	\$42,884	\$189,294
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$717,532	\$658,073
Commercial / Industrial	\$216,536	\$160,499

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	52	1,205
Commercial / Industrial	1	44
Average Duration of New Payment Arrangement	Reporting Month	
Residential	90	---
Commercial / Industrial	120	---
Percent of Customers Under a Payment Arrangement	Reporting Month	
Residential ¹	0.20%	---
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	\$0	\$1,354,120

³ 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.

Late Fees		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	4,587	0
Commercial / Industrial	646	0

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	4912	0
Commercial / Industrial	627	0
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	128	0
Commercial / Industrial	6	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	37	0
Commercial / Industrial	3	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>	