

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: July 28, 2020

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Shaw Stiller, Senior Attorney, Office of the General Counsel *SPS*
Jennifer S. Crawford, Attorney Supervisor, Office of the General Counsel *JSC*

RE: Undocketed 2020000-OT – Impacts of the COVID-19 Pandemic on Utility Customers

Please file the attached document received from the Office of Public Counsel on July 28, 2020, in the above-referenced docket.

PUBLIC SERVICE COMMISSION – PUBLIC WORKSHOP DISCUSSION ON THE FINANCIAL IMPACTS ON UTILITY CUSTOMERS AS A RESULT OF COVID-19; Workshop Date: July 29, 2020

Office of Public Counsel

Proposed Additional Information to Request from all Utilities

- Number of residential accounts
- Number of commercial & industrial accounts
- Total billed and received amounts (residential separate from commercial & industrial)
- Number and dollar value of late payment fees
- Number and dollar value of unpaid accounts by vintage (30-60 days, 60-90 days, 90+ days)
- Number and duration of new payment agreements
- Number of accounts sent notice of disconnection for non-payment
- Number of disconnections for non-payment
- Number of service restorations after disconnection for non-payment; what is the reconnect fee?
- Number and percent of customers completing an extended payment plan
- Average duration of service disconnection for restored accounts
- Number and dollar value of accounts written off as uncollectible
- Information re: Adverse Credit Reporting – are the utilities still reporting past due accounts to credit agencies? Will they stop reporting past due accounts to credit agencies for a period of time, or until July 2021?
- What is the dollar amount re: the cost to utility to disconnect service (e.g., does it require a truck roll or can the utility do it electronically?)

Proposed Best practices / Questions for Florida Utilities

- Longer and more affordable payment plans - at least 12 months [some states offer 12-18 months; Illinois offers 18-24 month payment plans]
- Waiver of deposits, reconnection, and late fees
- Adoption of Arrearage Management
Does each Florida utility have an arrearage management program?
- Arrearage write-offs
Do any Florida utilities offer provisions whereby when a customer pays the entirety of the current month's bill on time, the utility will forgive a portion of the past due amounts?
- Discount rates, PIPPs (Percentage of Income Plans); assistance with LIHEAP, etc.
- Easier documentation of eligibility / self-certification as "low income" at least temporarily
- Termination / Disconnection protections for elderly, infants, seriously ill