

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: January 13, 2021

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

FROM: William F. Coston, Economic Supervisor, Division of Economics

RE: Place UIF's October COVID data request responses into docket 20200000-OT

Please place the attached COVID data request responses from UIF into docket 20200000-OT.

Customer Impact Data Related to COVID-19

Utility: **Utilities, Inc. of Florida**

Reporting Month: **October**

*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	1,474	478
Commercial / Industrial	34	16
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	1,021	120
Commercial / Industrial	35	12

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$ 135,918.57	\$ 26,160.24
Commercial / Industrial	\$ 23,853.52	\$ 1,154.39
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 229,822.23	\$ 75,360.31
Commercial / Industrial	\$ 28,828.84	\$ 19,331.61

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	9	18
Commercial / Industrial	0	0
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	7.56	---
Commercial / Industrial	0	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	0.02%	---
Commercial / Industrial ²		---

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	\$ (176.07)	\$ 9,094.85

³ 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.

Late Fees		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	\$ -	\$ 34,053
Commercial / Industrial	\$ -	\$ 13

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	3	24
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	1	29

Customer Communications
<i>Please provide the following two responses with the September 2020 filing only</i>
Please provide samples of current communication/media notices provided to customers concerning the utility's past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection policies.
Please provide the utility's current Covid-related policies related to past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection.
<i>Please provide the following two responses starting in October 2020, and all subsequent filings</i>
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. Leter attached.
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. No.



Utilities, Inc. of Florida
200 Weathersfield Avenue
Altamonte Springs, Florida
USA 32714

T: (866) 842-8432
www.myutility.us/myuiflorida
facebook.com/myuiflorida

Dear Valued Customer,

In the early days of the pandemic, Utilities, Inc. of Florida took swift action to help customers keep their water and wastewater services running. This included suspending and reversing service disconnections, as well as suspending late fees. Our focus was, and continues to be, the health and safety of our communities.

A return to standard billing practices is coming.

Thousands of households and businesses across our service areas have benefited from our freeze on disconnections and late fees. But as we plan our return to standard billing and payment practices, we are working hard to ensure customers are prepared. All changes will be consistent with local and state guidance.

We're here to help.

We strongly encourage anyone who could use some help managing their residential or commercial payments to get in touch with us as soon as possible, even if you're unable to pay anything right now. Options are available to help ensure continued access to critical water and/or wastewater services and range from a little extra time to pay current bills to extended, interest-free arrangements to pay over many months.

Contact us today.

Please contact us today to discuss your specific needs. You can reach us by email at customerservice@myuiflorida.com, through our My Utility Connect app, which is available in your favorite app store, or by phone at (866) 842-8432.

Sincerely,

Gary Rudkin
President, Utilities, Inc. of Florida

P.S. – Disconnecting service for non-payment is the last step in a lengthy process, and it's a step we try to avoid. Please contact us today to discuss flexible payment arrangements for managing overdue water and wastewater bills.



Helpful Tips for our Customers

While we've suspended disconnections to help those who are facing financial hardships, we encourage you to continue to pay your bill as you normally would, if able. This will help you avoid a larger balance later.

If you have any difficulty with paying your bill, please contact our Customer Service Department at (800) 367-4314 to discuss payment plans or payment arrangements.