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August 31, 2021

-VIA ELECTRONIC FILING-

Mr. Adam Teitzman
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850

Re: Docket No. 20210000 – Florida City Gas COVID-19 Customer Impact Data Report

Dear Mr. Teitzman:

Attached for electronic filing is the Florida City Gas COVID-19 Customer Impact Data Report for the month of July 2021.

If there are any questions regarding this filing, please contact me at 561-691-7255.

Sincerely,

/s/ Joel T. Baker

Joel T. Baker
Fla. Bar No. 0108202

Attachment

cc: Florida Public Service Commission
Shaw Stiller, Office of General Counsel

Customer Impact Data Related to COVID-19

Utility: [Florida City Gas](#)

Reporting Month: [July 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	1,400	1,156
Commercial / Industrial	108	124
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	3,631	3,014
Commercial / Industrial	263	453

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$48,529	\$43,564
Commercial / Industrial	\$145,264	\$77,879
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$494,495	\$297,837
Commercial / Industrial	\$199,937	\$466,529

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	31	71
Commercial / Industrial	4	17
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	3	---
Commercial / Industrial	3	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	0.0659%	---
Commercial / Industrial ²	0.2052%	---

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	\$3,391.55	\$165,689.80

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 ⁵
Residential	17,079	
Commercial / Industrial		

⁵ FCG does not have the data for the number of assessed late fees for the prior year month.

Discontinuance of Service		
Number of Customers who received a <i>Notice of Discontinuance of Service</i>	Reporting Month	Prior Year Month
Residential	5,404	0
Commercial / Industrial		0
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	82	0
Commercial / Industrial	38	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	3	0
Commercial / Industrial	0	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	6
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	0	5,255

Customer Communications
<p>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.</p> <p>There were no new communications/media notices as described above in August 2021. However, a customer communication remains on FCG's website regarding COVID-19 and customer self-service options. Please see the following link: https://www.floridacitygas.com/coronavirus.html</p>
<p>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.</p> <p>In the last 30 days, FCG did not change or implement new COVID-19 policies.</p>