



September 23, 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 August 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: **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	1,093	875
Commercial / Industrial	17	30
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	561	361
Commercial / Industrial	26	13

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$ 90,366.25	\$ 79,003.41
Commercial / Industrial	\$ 17,100.04	\$ 3,126.13
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 157,581.03	\$ 100,850.45
Commercial / Industrial	\$ 45,713.14	\$ 5,886.03

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	50	312
Commercial / Industrial	0	3
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	10.50	---
Commercial / Industrial	0	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential <sup>1</sup>	0.84%	---
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.

Bad Debt		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt <sup>3</sup>	\$ 97,000.67	\$ 153,509.54

<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.

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

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	2,086	-
Commercial / Industrial	281	-
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	12	1
Commercial / Industrial	1	-
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	12	1
Commercial / Industrial	-	-

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	3	54
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	0	29

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. 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	