



208 Wildlight Avenue  
Yulee, FL 32097

September 30, 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 **August 2021**.

If you have any questions or comments, please feel free to contact me at [dcraig@fpuc.com](mailto:dcraig@fpuc.com), or (904) 383-8693.

Sincerely,

A handwritten signature in black ink that reads "Derrick M. Craig". The signature is written in a cursive, flowing style.

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:

**August 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	1,267	1,842
Commercial / Industrial	127	222
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	2,282	2,847
Commercial / Industrial	204	262

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$178,959	\$288,813
Commercial / Industrial	\$71,253	\$178,985
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$786,701	\$497,764
Commercial / Industrial	\$156,480	\$139,837

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	57	1,153
Commercial / Industrial	4	43
Average Duration of New Payment Arrangement	Reporting Month	
Residential	120	---
Commercial / Industrial	90	---
Percent of Customers Under a Payment Arrangement	Reporting Month	
Residential <sup>1</sup>	0.22%	---
Commercial / Industrial <sup>2</sup>	0.05%	---

<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>	\$0	\$1,354,120

<sup>3</sup>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	5,528	0
Commercial / Industrial	726	0

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	4619	0
Commercial / Industrial	560	0
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	89	0
Commercial / Industrial	12	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	14	0
Commercial / Industrial	2	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>