

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-**

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**DATE:** July 23, 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

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Please file the attached Final Agenda for the Workshop on Impacts of the COVID-19 Pandemic on Utility Customers.

**Florida Public Service Commission Workshop**  
**Impacts of the COVID-19 Pandemic on Utility Customers**  
**Betty Easley Conference Center—Room 148**  
**Wednesday, July 29, 2020, 9:30 a.m.**

**AGENDA**

- 1. Call the Workshop to Order**
- 2. Staff Reads the Notice**
- 3. Chairman's Remarks**

**Purpose: Overview of the following:**

- i. Number of residential and commercial accounts in late or nonpayment status from April 1, 2020, through June 30, 2020, and the related incremental bad debt expense from unpaid balances.
- ii. Utility policies and financial assistance available to directly assist customers impacted by COVID-19.
- iii. Utility efforts to receive loans, grants, assistance, or benefits in connection with the COVID-19 pandemic, regardless of form or source, that could offset any COVID-19 related expenses.

**4. Presentations by Utilities**

**Christopher Chapel, FPL, Vice President of Customer Service**

Florida Power & Light Company  
Gulf Power Company  
Florida City Gas

**Lesley Quick, Vice President of Customer Care**

Duke Energy Florida, LLC.

**Karen Sparkman, Director of Customer Experience Operations**

Tampa Electric Company  
Peoples Gas System

**Luke Buzard, Vice President of Pipeline Safety and Regulatory Affairs**

Peoples Gas System

**Mike Cassel, Director, Regulatory and Governmental Affairs**

Florida Public Utilities Company – Electric  
The Florida Chesapeake Natural Gas Utilities

**Gary Rudkin, President**  
Utilities Inc. of Florida

**Troy Rendell, Vice President of Investor-Owned Utilities**  
U.S. Water Corporation

**Gary Williams, Executive Director**  
Florida Rural Water Association

**5. Comments by the Office of Public Counsel**

**J.R. Kelly**  
Public Counsel

**6. Concluding Matters**

**7. Adjourn the Workshop**