



October 30, 2020

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

Re: Financial impacts on utility customers as a result of the COVID-19 pandemic
FPSC Docket No. 20200000-OT

Dear Mr. Teitzman:

Enclosed is Peoples Gas System's Customer Impact Data related to COVID-19 for the month of September 2020.

If you have any questions, please contact me at (813) 228-1444.

Sincerely,

Paula K. Brown

Paula K. Brown
Manager, Regulatory Coordination
Regulatory Affairs
regdept@tecoenergy.com
pkbrown@tecoenergy.com

Enclosure(s)

cc: Andrew Brown
Kandi M. Floyd
Derrick MacDonald

Customer Impact Data Related to COVID-19

Utility: Peoples Gas

Reporting Month: September 2020

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	3,338	2,144
Commercial / Industrial	214	121
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	10,762	3,634
Commercial / Industrial	920	228

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$350,594	\$123,521
Commercial / Industrial	\$179,988	\$62,808
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$1,153,352	\$363,705
Commercial / Industrial	\$741,506	\$192,280

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	1,967	9,836
Commercial / Industrial	280	1,221
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	47	---
Commercial / Industrial	73	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	0.6%	---
Commercial / Industrial ²	0.8%	---

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	\$109,491	\$660,424

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	57,720	63,167
Commercial / Industrial	6,468	5,991

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	2,139	12,541
Commercial / Industrial	1,492	3,214
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	467	1,077
Commercial / Industrial	164	108
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	162	707
Commercial / Industrial	74	67

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	Social Media - 2 Print Message on Bill - 1	COVID -19 Mass emails - 2 Social Media Post - 30 Bill Onsert - 2 News Release - 2 Print Message on Bill - 1
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	Gas Phone Calls - 1,482 Gas Final Notices - 2,419 Combination Billing (PGS&TEC) - Phone Calls - 504 Combination Billing(PGS&TEC) Final Notices - 1,212	Gas Emails - 15,755 Gas Phone Calls - 7,574 Gas Final Notices - 4,736 Combination Billing (PGS&TEC) Emails - 6,895 Combination Billing (PGS&TEC) Phone Calls - 1,279 Combination Billing (PGS&TEC) Final Notices - 2,700

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. Attachment 1
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. Attachment 2

Peoples Gas Important Message – September 2020

Scam Warning

Peoples Gas will never call and ask for credit card or debit card numbers. Be wary of anyone demanding payment over the phone and never give credit or debit card information over the phone. **As Peoples Gas resumes normal billing practices, customers with a past-due bill may receive a call from us as a reminder to make payment on your bill.** If you're facing a hardship due to COVID-19, we urge you to visit peoplesgas.com/updates for help to avoid disconnection for non-payment. If you have questions, please call Peoples Gas at 888-223-0800 (residential) or 866-832-6249 (business) weekdays from 7:30 a.m. to 6:00 p.m.

Peoples Gas Social Media Posts – September 2020





Peoples Gas

September 23 at 1:12 PM · 🌐



If this challenging time is making it hard to pay your bill, help is available.

Get a payment extension and find info about assistance from local non-profits that may be able to help with utility bills, food, housing and more at peoplesgas.com/updates or call 888-223-0800 (residential) or 866-832-6429 (business).

**If this challenging
time is making it
hard to pay your
bill, help is
available.**



PeoplesGas.com/Updates



Peoples Gas Web – Nonprofit Programs – September 2020



The screenshot shows the top navigation bar of the Peoples Gas website. On the left is the logo for TECO Peoples Gas, an Emera Company. To the right are links for SAFETY, PAY BILL, and LOGIN. Below this is a dark blue navigation bar with a home icon and links for RESIDENTIAL, BUSINESS, COMPANY, and CONTACT US. A yellow banner below the navigation bar reads "Business Nonprofit".

We know local businesses are working to recover from the impact of COVID-19, and several organizations may be able to help. If your business is in need of recovery assistance, see the local, state and federal programs below that may help you get back on your feet.

Nonprofit Safety Net Assistance

Provides assistance to nonprofit agencies affected by the COVID-19 pandemic for facility, operational and working capital costs. Program provides up to \$150,000 in assistance based on eligibility requirements.

Eligibility Requirements

- Reside within Hillsborough County
- Provide essential services such as housing, homeless assistance, health, dependency, food, employments services, and household/ financial counseling
- In operation since March 1, 2015 or earlier
- Have partnered via contact with local government in the last three years.
- Directly impacted by Covid-19 in one of the following manners
 - Suffered evident economic injury
 - Terminate activities or services
 - Required to increase/decrease services or labor
 - Modified work duties / responsibilities
- Currently open for business
- Registered Hillsborough County iSupplier vendor

[Click here](#) to apply and learn more.

Payment Options
Pay Now By Credit or Debit Card
Pay Now From Bank Account
Set Up Bank Payments
Auto Pay
Pay in Person
Pay By Mail
Payment Arrangement
Business Assistance
Business Nonprofit

[R3 Economic Recovery Financial](#). (2020) Retrieved September 29,2020

Nonprofit Day Care Facility Assistance

Provides assistance to nonprofit licensed day care facilities within Hillsborough County affected by Covid-19 for facility, operations, and working capital costs. Program provides up to \$20,000 in assistance for each eligible site.

Eligibility Requirements

- In operation since March 1, 2019 or earlier
- Directly impacted by Covid-19 in one of the following manners
 - Suffered evident economic injury
 - Terminate activities or services
 - Required to increase/decrease services or labor
 - Modified work duties / responsibilities
- Have an active child care license
- Currently open for business
- Registered Hillsborough County iSupplier vendor

[Click here](#) to apply online and learn more.

[R3 Economic Recovery Financial](#). (2020) Retrieved September 29, 2020.

Combo Important Message – September 2020

Scam Warning

Tampa Electric and Peoples Gas will never call and ask for credit card or debit card numbers. Be wary of anyone demanding payment over the phone and never give credit or debit card information over the phone. **As Tampa Electric and Peoples Gas resume normal billing practices, customers with a past-due bill may receive a call from us as a reminder to make payment on your bill.** If you're facing a hardship due to COVID-19, we urge you to visit tampaelectric.com/updates and peoplesgas.com/updates for help to avoid disconnection for non-payment. If you have questions, please call Tampa Electric and Peoples Gas at 888-223-0800 (residential) or 866-832-6249 (business) weekdays from 7:30 a.m. to 6:00 p.m.

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.

- The company established a moratorium on disconnections from the middle of March until September 14. Since the end of the moratorium, the company has resumed disconnection practices.
- Dollar thresholds for reaching disconnection have been temporarily increased lowering the number of customers eligible for disconnection.
- The company modified payment options following disconnection of service by providing residential and commercial customers the ability to make a down payment for a portion of the balance owed and then create an installment plan that would spread the remainder of the balance owed over the next 3-12 months, interest-free.
- The company established a team to reach out and contact customers that have not resumed service 3 days after being disconnected. Team members explore available options to re-establish service such as providing flexibility in making payments arrangements for disconnection balances or guiding customers to available agencies for assistance.
- Peoples Gas informed customers about available payment assistance resources through several mediums, including: (1) the company's website; (2) bill messaging (3) social media posts