

October 30, 2020

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

Re: Docket No. 20200000 – Gulf Power Company's COVID-19 Customer Impact Data Report

Dear Mr. Teitzman:

Attached for electronic filing is Gulf Power Company's COVID-19 Customer Impact Data Report for the month of September 2020 and Gulf Power Company's August Corrected COVID-19 Customer Impact Data Report. Gulf is refiling the August 2020 report that inadvertently omitted data understating the past due amount. The August numbers have been revised to replace the previous submittal.

Sincerely,

A handwritten signature in blue ink that reads 'Richard Hume'.

Richard Hume  
Regulatory Issues Manager

md

Attachments

cc: Gulf Power Company  
Russell Badders, Esq., VP & Associate General Counsel  
Florida Public Service Commission  
Shaw Stiller, Office of General Counsel

## Customer Impact Data Related to COVID-19

Utility: [Gulf Power Company](#)

Reporting Month: [August 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 <sup>1</sup>		
Number of Accounts 60 -89 days past due	Reporting Month	Prior Year Month
Residential	10,406	n/a
Commercial / Industrial	839	n/a
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	16,657	n/a
Commercial / Industrial	1,800	n/a

<sup>1</sup> Unique active accounts with age categorization by age of the account's oldest arrears balance (e.g., if an account has a 30, 60, and 90+ arrears balance, the account will show only once and in the 90+ category). Prior year data is not comparable to current data due to new billing system implementation in February 2020.

Amount in Arrears <sup>2</sup>		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$ 4,180,084	n/a
Commercial / Industrial	\$ 1,486,848	n/a
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 6,451,545	n/a
Commercial / Industrial	\$ 1,827,662	n/a

<sup>2</sup> Total active arrear balances are based on the aging of the arrears (e.g., a 90+ account in the "delinquent account" section can have balances showing in both the 60-89 aging category and the 90+ aging category). Prior year data is not comparable to current data due to new billing system implementation in February 2020.

Payment Arrangements		
Number of New Payment Arrangements <sup>3</sup>	Reporting Month	March 2020 through Current (cumulative)
Residential	10,938	42,929
Commercial / Industrial	143	757
Average Duration of New Payment Arrangement <sup>4</sup>	Reporting Month	-----
Residential	19	---
Commercial / Industrial	25	---
Percent of Customers Under a Payment Arrangement <sup>5</sup>	Reporting Month	-----
Residential <sup>6</sup>	1.88%	---
Commercial / Industrial <sup>7</sup>	0.20%	---

<sup>3</sup> Total payment arrangements granted through all channels during the reporting month and cumulative.

<sup>4</sup> Average duration in days of total payment arrangements granted through all channels.

<sup>5</sup> All active payment arrangements as of the final day of the reporting month divided by the number of active accounts.

<sup>6</sup> Number of residential customers under a payment arrangement/total number of residential customers.

<sup>7</sup> Number of commercial-industrial customers under a payment arrangement/total number of commercial-industrial customers.

Bad Debt <sup>8</sup>		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt <sup>9</sup>	\$ 2,342,655	\$ 9,486,985

<sup>8</sup> Total Bad Debt in 2020 for the reporting period less the three-year average (2017-2019) for the same time period.

<sup>9</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 <sup>10</sup>		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	n/a	n/a
Commercial / Industrial	n/a	n/a

<sup>10</sup> Gulf Power does not assess late fees.

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.) <sup>11</sup>	1	12
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) <sup>12</sup>	86,012	438,896

<sup>11</sup> Instances of mass communication to customers resulting from COVID-19 (e.g., social media, news releases, etc.)

<sup>12</sup> Volume of incremental individual customer communication outside of mass communication (e.g., outbound calls, emails, letters)

Customer Communications
<i>Please provide the following two responses with the September 2020 filing only</i>
<b>Please provide samples of current communication/media notices provided to customers concerning the utility's past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection policies.</b>
Please see attached.
<b>Please provide the utility's current Covid-related policies related to past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection.</b>
<u>From March - August 2020:</u> (1) Suspended all final notices and disconnects for non-payment starting in mid-March (2) Offering special payment plans for customers who express financial hardship, regardless of eligibility criteria. Payment plans spread past-due amounts into future monthly bills to help pay down balances (3) Increased proactive customer outreach efforts  No policy changes thus far in September.
<i>Please provide the following two responses starting in October 2020, and all subsequent filings</i>
<b>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.</b>
<b>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.</b>

## Customer Impact Data Related to COVID-19

Utility: [Gulf Power Company](#)

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 <sup>1</sup>		
Number of Accounts 60 -89 days past due	Reporting Month	Prior Year Month
Residential	9,196	n/a
Commercial / Industrial	952	n/a
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	18,570	n/a
Commercial / Industrial	2,274	n/a

<sup>1</sup> Unique active accounts with age categorization by age of the account's oldest arrears balance (e.g., if an account has a 30, 60, and 90+ arrears balance, the account will show only once and in the 90+ category). Prior year data is not comparable to current data due to new billing system implementation in February 2020.

Accounts in Arrears <sup>2</sup>		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$4,842,343	n/a
Commercial / Industrial	\$986,578	n/a
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$8,675,424	n/a
Commercial / Industrial	\$2,208,996	n/a

<sup>2</sup> Total active arrear balances are based on the aging of the arrears (e.g., a 90+ account in the "delinquent account" section can have balances showing in both the 60-89 aging category and the 90+ aging category). Prior year data is not comparable to current data due to new billing system implementation in February 2020.

Payment Arrangements		
Number of Payment Arrangements <sup>3</sup>	Reporting Month	March 2020 through Current (cumulative)
Residential	10,699	53,628
Commercial / Industrial	155	912
Average Duration of Payment Arrangement <sup>4</sup>	Reporting Month	-----
Residential	19	---
Commercial / Industrial	27	---
Percent of Customers Under a Payment Arrangement <sup>5</sup>	Reporting Month	-----
Residential <sup>6</sup>	1.39%	---
Commercial / Industrial <sup>7</sup>	0.15%	---

<sup>3</sup> Total payment arrangements granted through all channels during the reporting month and cumulative.

<sup>4</sup> Average duration in days of total payment arrangements granted through all channels.

<sup>5</sup> All active payment arrangements as of the final day of the reporting month divided by the number of active accounts.

<sup>6</sup> Number of residential customers under a payment arrangement/total number of residential customers.

<sup>7</sup> Number of commercial-industrial customers under a payment arrangement/total number of commercial-industrial customers.

Bad Debt <sup>8</sup>		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt <sup>9</sup>	\$1,988,209	\$11,859,361

<sup>8</sup> Total Bad Debt in 2020 for the reporting period less the three-year average (2017-2019) for the same time period

<sup>9</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 <sup>10</sup>		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	n/a	n/a
Commercial / Industrial	n/a	n/a

<sup>10</sup> Late fees billed net of late fee cancellations resulting from customers self-reporting hardship

<b>Discontinuance of Service</b>		
<b>Number of Accounts who received a Notice of Discontinuance of Service</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	0	41,247
Commercial / Industrial	0	3,248
<b>Number of Accounts Disconnected from Service</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	0	3,689
Commercial / Industrial	0	148
<b>Number of Accounts Reconnected to Service<sup>11</sup></b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	0	2,511
Commercial / Industrial	0	67

<sup>11</sup> Data reflects the number of accounts that had been disconnected during the Current Month but were reconnected. Accounts not reconnected are either closed at the customer request or the account is closed by Gulf if no action is taken by the customer within five billing cycle days (for the Prior Year Month) following a disconnection.

<b>Customer Communications</b>		
<b>Communications</b>	<b>Reporting Month</b>	<b>March 2020 through Current (cumulative)</b>
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.) <sup>12</sup>	2	14
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) <sup>13</sup>	86,981	525,877

<sup>12</sup> Instances of mass communication to customers resulting from COVID-19 (e.g., social media, news releases, etc.)

<sup>13</sup> Volume of incremental individual customer communication outside of mass communication (e.g., outbound calls, emails, letters)

<b>Customer Communications</b>
<b><i>Please provide the following two responses starting in October 2020, and all subsequent filings</i></b>
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.
Please see attached.
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.
No policy changes in October 2020.

# **Gulf Power Company (Gulf)**

Undocketed – Financial impacts on utility customers as a  
result of the COVID-19 pandemic

Samples of Current Communications

# **Gulf's Customer Communications**



**Electric Bill Statement**

**For:** Aug 26, 2020 to Sep 25, 2020 (31 days)

**Statement Date:** Sep 25, 2020

**Account Number:**

**Service Address:**

Hello **XXXXXXXXXX**

Here's what you owe for this billing period.

**CURRENT BILL**

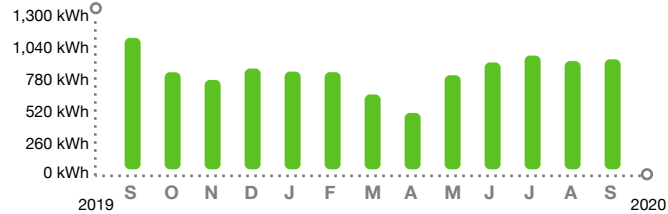
**\$XXX**

TOTAL AMOUNT YOU OWE

**10/16/20**

NEW CHARGES DUE BY

**ENERGY USAGE HISTORY**



**BILL SUMMARY**

Amount of your last bill	XXXX
Payment received	0.00
Balance before new charges	XXXX

**THIS \$134.82 IS PAST DUE - PLEASE PAY IMMEDIATELY**

Total new charges	XXXX
<b>Total amount due</b>	<b>\$XXXX</b>

(See reverse for billing details)

Visit **GulfPower.com/PayBill** for ways to pay

**We're here to help**

If you are experiencing a hardship as a result of the coronavirus (COVID-19) and need help with your bill, there are resources available.

[GulfPower.com/Help](http://GulfPower.com/Help)

**KEEP IN MIND**

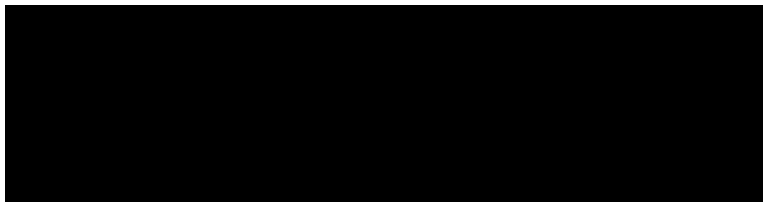
- Your last payment was received past the due date or your last bill remains unpaid.
- The interest earned on your deposit has been credited on this bill.

Customer Service: 800-225-5797  
To Report Power Outages: 800-487-6937



/ XXXXX

XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX



Please request changes at GulfPower.com. Notes on this bill will not be detected.

Make check payable to Gulf Power in U.S. funds and mail along with this coupon to:

GULF POWER  
P.O. BOX 29090  
MIAMI FL 33102-9090

ACCOUNT NUMBER

TOTAL AMOUNT OWED

Oct 16, 2020  
NEW CHARGES DUE BY

\$ AMOUNT ENCLOSED





Customer Name:



Account Number:



### BILL DETAILS

Amount of your last bill	134.82
Payment received	0.00
.....	
Balance before new charges	\$134.82

**THIS \$134.82 IS PAST DUE - PLEASE PAY IMMEDIATELY**

#### New Charges

Rate: RS - Residential Service		
Base charge		19.84
Energy charge	(975 kWh at \$0.08510)	82.97
Fuel charge	(975 kWh at \$0.03262)	31.80
.....		
Electric service amount		\$134.61
Gross receipts tax		3.45
Interest: Cash Security Dep		-7.76
.....		
Taxes and charges		-\$4.31
Total account charges		\$130.30
<b>Total amount you owe</b>		<b>\$265.12</b>

### METER SUMMARY

Meter reading - Meter Next meter reading Oct 26, 2020

<b>Usage type</b>	<b>Current</b>	<b>-</b>	<b>Previous</b>	<b>=</b>	<b>Usage</b>
kWh	70008		69033		975

### ENERGY USE COMPARISON

	<b>This Month</b>	<b>Last Month</b>
Service to	Sep 25, 2020	Aug 25, 2020
kWh used	975	959
Service days	31	29
kWh/day	31	33
Amount	\$138.06	\$134.82

#### Save energy and money

Use the Energy Checkup tool to find personalized recommendations and savings tips.

[GulfPower.com/EnergyCheckup](http://GulfPower.com/EnergyCheckup)

#### Storm season is here

Visit our Storm Ready Center for preparation and safety tips to keep your family safe and secure.

[GulfPower.com/Storm](http://GulfPower.com/Storm)

#### We are here to help

If you are experiencing hardship as a result of the coronavirus (COVID-19) and need help with your bill, there are resources available.

[GulfPower.com/Help](http://GulfPower.com/Help)

When you pay by check, you authorize Gulf Power to process your payment electronically or as a draft. If your payment is processed electronically, your checking account may be debited on the same day we receive the check and your check will not be returned with your checking account statement.

Gulf Power does not agree to any restrictions, conditions or endorsements placed on any bill statement or payments such as check, money order or other forms of payment. We will process the payment as if these restrictions or conditions do not exist.



**Electric Bill Statement**

**For:** Sep 26, 2020 to Sep 27, 2020 (2 days)

**Statement Date:** Sep 28, 2020

**Account Number: Service Address:**

Hello XXXXX,  
Here's what you owe for this billing period.

**CURRENT BILL**

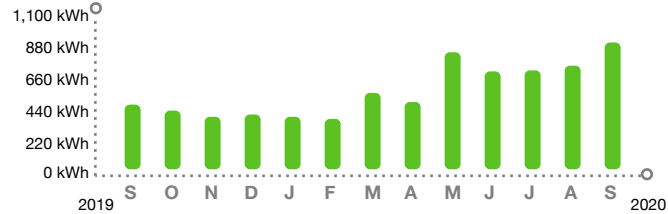
**\$XXX**

TOTAL AMOUNT YOU OWE

**10/19/20**

NEW CHARGES DUE BY

**ENERGY USAGE HISTORY**



**BILL SUMMARY**

Amount of your last bill	XXX
Payment received	0.00
Balance before new charges	XXX

**FINAL BILL**

**\$XXX IS PAST DUE – PLEASE PAY IMMEDIATELY**

Total new charges	XX
<b>Total amount due</b>	<b>\$XXX</b>

(See reverse for billing details)

Visit [GulfPower.com/PayBill](http://GulfPower.com/PayBill) for ways to pay

**We're here to help**

If you are experiencing a hardship as a result of the coronavirus (COVID-19) and need help with your bill, there are resources available.

[GulfPower.com/Help](http://GulfPower.com/Help)

**KEEP IN MIND**

- Your last payment was received past the due date or your last bill remains unpaid.
- Your account has been closed due to a new account request at this premise. Please call our Customer Service number if you need your account to remain open.
- The billing period is less than a month; bill factors are available upon request.

Customer Service: 800-225-5797  
To Report Power Outages: 800-487-6937



/ XXXX XXXX XXX

#  
#XXXX#  
XXXXX  
XXXXXX  
XXXXXXX

Please request changes at GulfPower.com. Notes on this bill will not be detected.

Make check payable to Gulf Power in U.S. funds and mail along with this coupon to:

GULF POWER  
P.O. BOX 29090  
MIAMI FL 33102-9090

\*FINAL BILL\*

XXXX  
ACCOUNT NUMBER

\$xxx  
TOTAL AMOUNT OWED

xxxxxx  
NEW CHARGES DUE BY

\$  
AMOUNT ENCLOSED



Customer Name:

[REDACTED]

Account Number:

[REDACTED]

### BILL DETAILS

Amount of your last bill	613.90
Payment received	0.00
.....	
Balance before new charges	\$613.90

**\$467.51 IS PAST DUE – PLEASE PAY IMMEDIATELY**

#### New Charges

Rate: RS - Residential Service	
Base charge	1.28
Energy charge	4.17
Fuel charge	1.60
.....	
Electric service amount	\$7.05
Gross receipts tax	0.18
Franchise charge	0.37
Utility tax	0.59
.....	
Taxes and charges	\$1.14
Total account charges	\$8.19
<b>Total amount you owe</b>	<b>\$622.09</b>

### METER SUMMARY

Meter reading - Meter [REDACTED]

<b>Usage type</b>	<b>Current</b>	<b>-</b>	<b>Previous</b>	<b>=</b>	<b>Usage</b>
kWh	51142		51093		49

### ENERGY USE COMPARISON

	<b>This Month</b>	<b>Last Month</b>
Service to	Sep 27, 2020	Sep 25, 2020
kWh used	49	902
Service days	2	31
kWh/day	25	29
Amount	\$8.19	\$146.39

### Save energy and money

Use the Energy Checkup tool to find personalized recommendations and savings tips.

[Start Saving](#)

### Storm season is here

Visit our Storm Ready Center for preparation and safety tips to keep your family safe and secure.

[Get tips](#)

### We are here to help

If you are experiencing hardship as a result of the coronavirus (COVID-19) and need help with your bill, there are resources available.

[Learn more](#)

When you pay by check, you authorize Gulf Power to process your payment electronically or as a draft. If your payment is processed electronically, your checking account may be debited on the same day we receive the check and your check will not be returned with your checking account statement.

Gulf Power does not agree to any restrictions, conditions or endorsements placed on any bill statement or payments such as check, money order or other forms of payment. We will process the payment as if these restrictions or conditions do not exist.

**Need help with your bill? Call us!**



o Gulf Power Company <account@email.gulfpower.com>

To:

Thursday, September 10, 2020 at 12:00 PM

Download the app to stay up-to-date in good weather and bad

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[Update Email](#)



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**Supporting others when they need it most**

We're in the height of a busy hurricane season. See how the Gulf Power Team supported other energy companies as they worked to restore power following Hurricanes Isaias and Laura.

[LEARN MORE](#)



**Contact us for assistance**

We're committed to helping our customers who are experiencing hardship due to COVID-19. Please contact us now if you need additional time to pay your bill or to be connected with financial assistance. We are here to help.

[FIND HELP »](#)



**Account access 24/7**

With our free mobile app, you have instant, secure access to your account anytime, anywhere. It's also a great way to stay connected with us before, during and after a storm. Download it now!

[APP STORE »](#) | [GOOGLE PLAY »](#)

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For help, visit [GulfPower.com](#)

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