



November 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 October 2020.

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

Sincerely,

*/s/ Paula K. Brown*

---

Paula K. Brown  
Manager, Regulatory Coordination  
Regulatory Affairs  
[regdept@tecoenergy.com](mailto:regdept@tecoenergy.com)  
[pkbrown@tecoenergy.com](mailto: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: October 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	2,751	2,072
Commercial / Industrial	159	116
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	7,700	3,596
Commercial / Industrial	657	210

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$292,206	\$114,024
Commercial / Industrial	\$141,125	\$122,679
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$838,200	\$353,871
Commercial / Industrial	\$509,388	\$177,381

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	2,096	11,932
Commercial / Industrial	312	1,533
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	36	---
Commercial / Industrial	39	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential <sup>1</sup>	0.6%	---
Commercial / Industrial <sup>2</sup>	0.7%	---

<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>	\$91,139	\$751,562

<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	58,111	59,552
Commercial / Industrial	6,552	5,964

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	2,720	15,447
Commercial / Industrial	1,439	3,868
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	437	1,510
Commercial / Industrial	176	136
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	384	1,070
Commercial / Industrial	115	91

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)		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 - 1,365 Gas Final Notices - 3,032  Combination Billing (PGS&TEC) - Phone Calls - 624 Combination Billing(PGS&TEC) Final Notices - 1,127	Gas Emails - 15,755 Gas Phone Calls - 8,939 Gas Final Notices - 7,768  Combination Billing (PGS&TEC) Emails - 6,895 Combination Billing (PGS&TEC) Phone Calls - 1,903 Combination Billing (PGS&TEC) Final Notices - 3,827

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. No new communications for October
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 additional changes for October.