



September 30, 2021

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. 20210000-OT

Dear Mr. Teitzman:

Enclosed is Peoples Gas System's Customer Impact Data related to COVID-19 for the month of August 2021.

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

Sincerely,

/s/ Paula K. Brown

pkbrown@tecoenergy.com

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: 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	3,019	3,299
Commercial / Industrial	127	258
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	5,067	10,852
Commercial / Industrial	209	1,050

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$298,617	\$358,395
Commercial / Industrial	\$109,307	\$247,215
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$528,155	\$1,168,786
Commercial / Industrial	\$339,838	\$927,868

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	4,224	37,717
Commercial / Industrial	385	4,245
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	28	---
Commercial / Industrial	25	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	0.4%	---
Commercial / Industrial ²	0.3%	---

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	\$31,931	\$586,512

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.

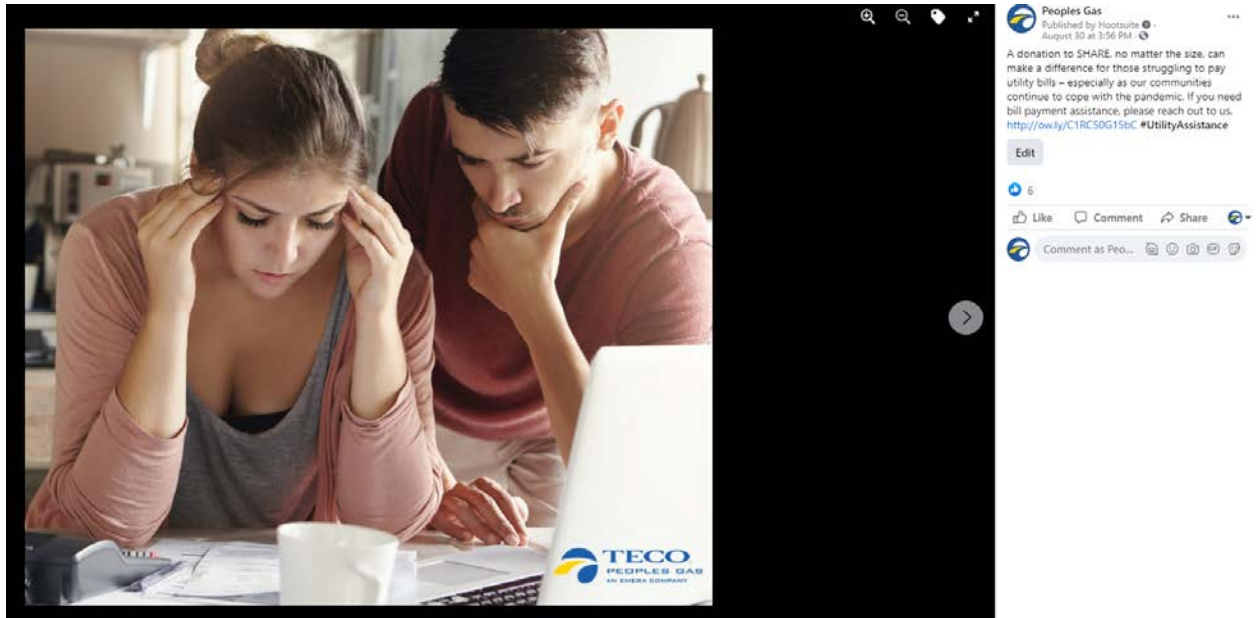
Late Fees		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	55,173	56,133
Commercial / Industrial	5,253	6,630

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	2,301	2,370
Commercial / Industrial	1,714	1,431
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	767	0
Commercial / Industrial	123	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	491	0
Commercial / Industrial	81	0

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 Post - 2	COVID -19 Mass emails - 3 Social Media Post - 55 Bill Onsert - 2 News Release - 4 Print Message on Bill - 3 Website Update - 3
Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)	Gas Phone Calls - 747 Gas Final Notices - 2,865 Combination Billing (PGS&TEC) - Phone Calls - 46 Combination Billing (PGS&TEC) Final Notices - 1,150	Gas Emails - 15,755 Gas Phone Calls - 18,721 Gas Final Notices - 37,103 Combination Billing (PGS&TEC) Emails - 6,895 Combination Billing (PGS&TEC) Phone Calls - 2,908 Combination Billing (PGS&TEC) Final Notices - 11,172

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. N/A

Aug. 2021 COVID-related social media posts (Peoples Gas)



<https://www.facebook.com/peoplesgas/photos/a.10150861440796103/10159747963251103/?type=3>

 **Peoples Gas**
Published by Tracy Cartagena · August 6 ·   

The pandemic continues to challenge people across Florida. If you want to help those in need, consider donating to our Share program. If you need help or want to contribute call 211 or visit: <https://www.peoplesgas.com/company/community/share/>

Share is administered by [The Salvation Army of Florida](#) and helps with utility bill payment.



<https://www.facebook.com/112732916102/posts/10159700937466103/>