

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-

DATE: November 22, 2021

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Katherine L. Hamrick, Executive Assistant to the Deputy Executive Director,
Technical *kh*

RE: Docket No. 20210000-OT – Letters to utilities reporting COVID-19 customer
impact data

Please place the attached letters in the 20210000-OT docket file. These letters state that utilities can discontinue filing monthly reports on COVID-19 customer impact data.

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
ANDREW GILES FAY
MIKE LA ROSA
GABRIELLA PASSIDOMO

STATE OF FLORIDA



EXECUTIVE DIRECTOR
BRAULIO L. BAEZ
(850) 413-6463

Public Service Commission

November 17, 2021

Mr. Chris Snow
Utilities, Inc. of Florida
200 Weathersfield Avenue
Altamonte Springs, FL 32714-4027

Re: Reporting of COVID-19 Customer Impact Data – Docket No. 20210000-OT

Dear Mr. Snow:

On July 29, 2020, the Florida Public Service Commission (Commission) held a workshop to gather information from electric, natural gas, and water and wastewater utilities regarding the effects of the COVID-19 pandemic on utility customers. During its September 1, 2020 Internal Affairs meeting, the Commission discussed the information provided at the workshop and expressed a need to monitor the impacts of the pandemic on customers and the utilities. The Commission directed its staff to collect monthly data and information on certain metrics; including the number of customer accounts in arrears, payment arrangements, disconnections, and incremental bad debt expense. Utility reports were filed monthly in Docket Nos. 2020000-OT and 20210000-OT.

Data submitted by the utilities shows that pandemic impacts on customers moderated and stabilized between August 2020 and August 2021. Also, during the pandemic several companies utilized the Commission's ratemaking processes to address financial impacts due to bad debt expense and pandemic-related costs.

As a result of the return to more normal customer experiences and the resolution of ratemaking proceedings, the filing of monthly reports is discontinued. We thank you for your timely and informative filings. If you have questions, please contact Mr. Tripp Coston, Division of Economics: tcoston@psc.state.fl.us.

Sincerely,

A handwritten signature in blue ink, appearing to read "Braulio L. Baez".

Braulio L. Baez
Executive Director

cc: Adam Teitzman, Commission Clerk

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Public Service Commission

November 17, 2021

Mr. Matthew Bernier
Duke Energy Florida
106 East College Avenue, Suite 800
Tallahassee, FL 32301

Re: Reporting of COVID-19 Customer Impact Data – Docket No. 20210000-OT

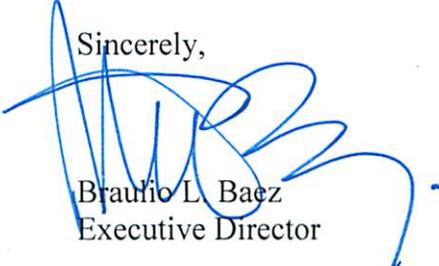
Dear Mr. Bernier:

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Public Service Commission

November 17, 2021

Mr. Richard Hume
Gulf Power
One Energy Place
Pensacola, FL 32520-0100

Re: Reporting of COVID-19 Customer Impact Data – Docket No. 20210000-OT

Dear Mr. Hume:

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Public Service Commission

November 17, 2021

Mr. Derrick Craig
Florida Public Utilities
208 Wildlight Avenue
Yulee, FL 32097

Re: Reporting of COVID-19 Customer Impact Data – Docket No. 20210000-OT

Dear Mr. Craig:

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Public Service Commission

November 17, 2021

Ms. Paula Brown
Tampa Electric
P.O. Box 111
Tampa, FL 33601-0111

Re: Reporting of COVID-19 Customer Impact Data – Docket No. 20210000-OT

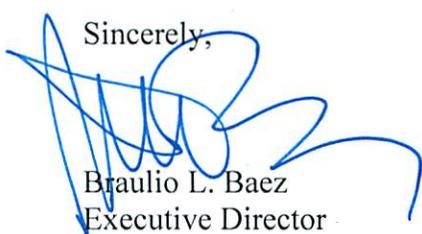
Dear Ms. Brown:

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P.O. Box 111
Tampa, FL 33601-0111

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November 17, 2021

Mr. Joel Baker
Florida Power & Light Company
700 Universe Boulevard
Juno Beach, FL 33408-0420

Re: Reporting of COVID-19 Customer Impact Data – Docket No. 20210000-OT

Dear Mr. Baker:

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Florida City Gas
700 Universe Boulevard
Juno Beach, FL 33408-0420

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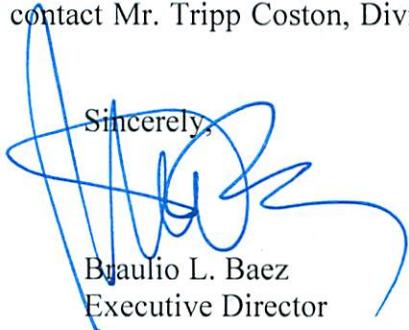
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