



December 31, 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 November 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
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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: November 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	2,810	1,896
Commercial / Industrial	168	93
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	7,019	3,636
Commercial / Industrial	566	224

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$277,574	\$110,882
Commercial / Industrial	\$119,480	\$68,465
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$750,683	\$341,746
Commercial / Industrial	\$481,479	\$231,817

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	3,965	15,897
Commercial / Industrial	222	1,755
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	22	---
Commercial / Industrial	49	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	1.0%	---
Commercial / Industrial ²	0.6%	---

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	\$94,960	\$846,522

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	60,858	61,812
Commercial / Industrial	6,178	5,984

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	2,127	11,754
Commercial / Industrial	1,354	3,071
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	859	771
Commercial / Industrial	130	93
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	486	721
Commercial / Industrial	83	71

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 - 3 News Release - 2 Website Update - 1	COVID -19 Mass emails - 2 Social Media Post - 33 Bill Onsert - 2 News Release - 4 Print Message on Bill - 1 Website Update - 1
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	Gas Phone Calls - 2,967 Gas Final Notices - 2,637 Combination Billing (PGS&TEC) - Phone Calls - 531 Combination Billing(PGS&TEC) Final Notices - 844	Gas Emails - 15,755 Gas Phone Calls - 11,906 Gas Final Notices - 10,405 Combination Billing (PGS&TEC) Emails - 6,895 Combination Billing (PGS&TEC) Phone Calls - 2,434 Combination Billing (PGS&TEC) Final Notices - 4,671

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. **Please see 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. No additional changes for November**

Peoples Gas Social Media Posts – Nov. 2020



Peoples Gas
November 13 at 3:19 PM · 🌐

World Kindness Day | PGS Share Program

Want to help a neighbor in need? Consider giving to our Share program. Through Share, we have partnered with 211 to connect [The Salvation Army of Florida](#) and other local agencies to those that need help with utility bill payment and other support services.
<https://www.peoplesgas.com/company/community/share/> #WorldKindnessDay



Peoples Gas
Protect yourself from scams! Today is Utility Scam Awareness Day. We've seen an increase in scams targeting Peoples Gas customers during the COVID-19 pandemic. Learn more about the signs to <http://ow.ly/NZWO50CooQt> #StopScams.

Timeline Photos · Nov 18 · 🌐

[View Full Size](#)



Peoples Gas
COVID-19 has left many of our family, friends and neighbors needing extra help to cover living expenses. Many of our customers have asked how to offer assistance. One way is through donation to the Share program. Share is administered by The Salvation Army and funded by the generosity of our own employees, many community partners, and customers just like you.

If you or someone you care for needs help making a utility bill payment, we encourage you to call 211. <http://ow.ly/DOKz50CstKz>

Timeline Photos · Nov 24 ·

[View Full Size](#)

Peoples Gas Website – Nov. 2020

<https://www.peoplesgas.com/company/community/share/>

Promoting Share to help customers who continue to face hardship.

 RESIDENTIAL BUSINESS COMPANY

Share

Help Share the Hope

Many of us are looking for ways to make the world a little brighter this holiday season. During what's been a difficult year for many, you can help give the gift of hope through our Share program. [By donating](#), you'll help a struggling family right here in our area pay their utility bill – sharing hope when so many need it during trying times. Share is a partnership between Tampa Electric, Peoples Gas and the Salvation Army.

Your donation is tax-deductible, with 100% going to those in need. Thank you for helping us Share the Hope this holiday season!



We're with you through trying times.

We understand these are difficult times for many of our customers. Some have lost jobs, some are struggling to care for loved ones, parents are learning to home school and so much more. To all our customers who are facing hardships, please know you are not alone and that the men and women at TECO are committed to helping you get through this uncertain time. To help assist customers having difficulty making utility bill payments, TECO donated \$1 million to COVID-19 relief, including \$500,000 to the Share program. Share is administered by the Salvation Army, specifically to provide utility bill assistance. In addition to funds provided by TECO, Share is funded by the generosity of our own employees, community partners like [COI Energy](#) and the [Tampa Bay Lightning](#), and customers just like you.

Cont. Share Website Content

If you need help ...

If you or someone you care for needs help to make a utility bill payment, we encourage you to call **211**. We have partnered with 211 to connect you with trained and supportive professionals from the Salvation Army and other local agencies who can help provide utility bill assistance, as funds remain available, and other human services assistance. 211 will help you determine which utility bill assistance program you best qualify for and will help connect you to assistance.

Please take a moment to review the requirements listed below prior to calling 211. You will be asked to provide the following when applying for help from Share or another assistance program:

- Current Tampa Electric or Peoples Gas utility account number.
- Official identification with the same address as your utility account.
- Possess a delinquent Tampa Electric or Peoples Gas final notice of payment due.
- Show proof of a personal or family crisis.

Visit our [Payment Assistance](#) page for additional resources that may help.

Want to help a neighbor in need?

Many of our customers have asked how they can help. One way is to give to the Share program, administered by the Salvation Army. This program lets you help customers in need pay their utility bills. Every dollar you donate goes directly to helping a neighbor in need. No portion of your contribution is used for fundraising or administrative costs.

Monthly Contribution

[One-Time Contribution](#)

Monthly Contribution

If you're able to give, please consider a voluntary, tax-deductible contribution with your monthly payment. Simply submit your request online to contribute a monthly Share donation that will be included on your [residential or business bill](#).

Once we receive and process your request, it may be one or two billing cycles before your Share deduction appears on your monthly billing statement. It will appear as a separate line item indicating the amount of your monthly pledge. We will provide you with a record of your previous year's contributions on your January billing statement.

Peoples Gas News Release – Nov. 2020

TECO Companies Encourage Helping Neighbors in Need on Giving Tuesday

<https://www.peoplesgas.com/company/mediacenter/article/index.cfm?article=1054>

Fighting Fraud: Better Business Bureau joins Tampa Electric, Peoples Gas and Duke Energy Florida to protect customers during Utility Scam Awareness Week

<https://www.peoplesgas.com/company/mediacenter/article/index.cfm?article=1051>