



January 29, 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. 20200000-OT

Dear Mr. Teitzman:

Enclosed is Peoples Gas System's Customer Impact Data related to COVID-19 for the month of December 2020.

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

Sincerely,

*/s/ Paula K. Brown*

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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: December 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	2,880	2,202
Commercial / Industrial	167	136
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	8,853	8,228
Commercial / Industrial	459	229

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$272,770	\$129,013
Commercial / Industrial	\$97,583	\$88,297
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$896,726	\$339,635
Commercial / Industrial	\$365,940	\$209,841

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	2,193	18,090
Commercial / Industrial	239	1,994
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	26	---
Commercial / Industrial	39	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential <sup>1</sup>	0.5%	---
Commercial / Industrial <sup>2</sup>	0.5%	---

<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>	(\$444,143)	\$402,379

<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	59,143	62,659
Commercial / Industrial	6,350	6,676

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	2,249	16,853
Commercial / Industrial	1,913	4,191
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	408	651
Commercial / Industrial	56	94
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	411	499
Commercial / Industrial	65	60

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 - 7 Print Message on Bill - 1 Website Update - 1	COVID -19 Mass emails - 2 Social Media Post - 40 Bill Onsert - 2 News Release - 4 Print Message on Bill - 2 Website Update -2
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	Gas Phone Calls - 1,372 Gas Final Notices - 3,293  Combination Billing (PGS&TEC) - Phone Calls - 240 Combination Billing(PGS&TEC) Final Notices - 869	Gas Emails - 15,755 Gas Phone Calls - 13,278 Gas Final Notices - 13,698  Combination Billing (PGS&TEC) Emails - 6,895 Combination Billing (PGS&TEC) Phone Calls -2,674 Combination Billing (PGS&TEC) Final Notices - 5,540

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. <b>Please see Attachment 1</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>Please see Attachment 2</b>

<sup>3</sup>Incremental Bad Debt -Uncollectible reserve projection revised in December due to improvements in the accounts receivable aging.

Peoples Gas Social Media Posts – Dec. 2020

 Peoples Gas updated their cover photo.  
Published by Tracy Cartagena · December 1, 2020

This year, our Share program has brought thousands of team members and customers together to provide urgent help to families in your community. These funds are working every day to pay utility bills for people facing heartbreaking challenges in 2020. Today is Giving Tuesday and we want to push our efforts even further. Can you help a neighbor today?

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





**Peoples Gas**

Published by Tracy Cartagena ·  
December 8, 2020 at 12:42 PM ·



As the pandemic continues, the safety and health of our team members, customers, and communities, remains our top priority. Our stringent safety measures are still in place, but now include additional safety training, adhering to social distancing guidelines, and increased use of masks and gloves. Learn more.

<https://floridasenergy.com/getting-to-the-heart-of-what.../>





**Peoples Gas**

Published by Hootsuite · December 14, 2020 at 4:21 PM ·

This holiday season, we want to raise money to cover natural gas and electric bills for as many local families as we can. Can you help?  
<http://ow.ly/FW0k50CLglu>





**Peoples Gas**

Published by Hootsuite · December 18, 2020 at 10:02 AM ·



We need YOU to help us lift up people who are struggling in 2020. The pandemic continues to create financial hardship for so many. Our Share program has helped pay utility bills for nearly 5,000 families this year, but there are many more in need. With your donation, you can bring more cheer this holiday season. Will you help us share the hope?

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





**Peoples Gas**

Published by Hootsuite  · December 22, 2020 at 12:02 PM ·



Peoples Gas remains committed to investing in the communities we serve. Read this special letter from our President, T.J. Szelistowski about continued relief efforts for our customers facing hardships.

<http://ow.ly/WN0m50CS95r>





**Peoples Gas**

Published by Tracy Cartagena ·  
December 23, 2020 at 8:52 AM ·



Audrey and Chad Warren are Tampa residents – and everyday heroes – who recently donated \$500 to help families pay their utility bills this holiday season. Read their story:

<http://peoplesgasblog.com/everyday-heroes-are-sharing.../>



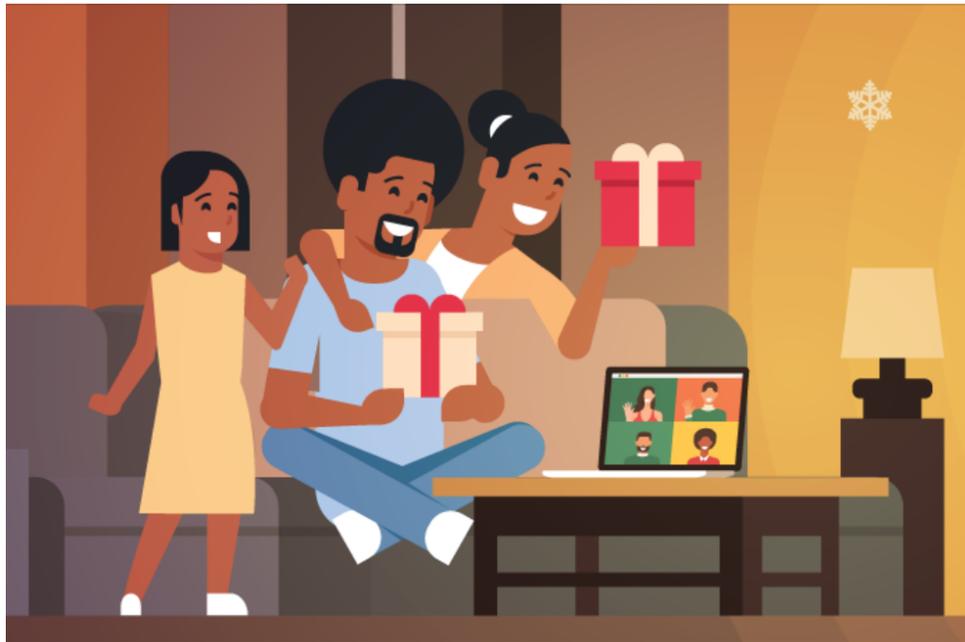


Peoples Gas

Published by Hootsuite · December 31, 2020 at 10:02 AM ·



Start the New Year safely. Here are a few tips from the [CDC](#) to help keep our health and safety a priority. <https://bit.ly/CDC-NYE>



**Tampa Electric and Peoples Gas Website – Dec. 2020**

This Paycheck Protection Information was posted on both [tampaelectric.com/updates](http://tampaelectric.com/updates) and [peoplesgas.com/updates](http://peoplesgas.com/updates) in Dec. (was updated again in Jan. 2021).

## Additional Paycheck Protection Program Funds

**Available January 11, 2021** The SBA and Treasury announced that the Paycheck Protection Program (PPP) will start accepting applications beginning January 11 for new borrowers and those eligible for a second draw on January 13. This round of funding is geared toward job retention and certain other expenses through March 31, 2021 and available for small business with fewer than 300 employees.

### Key PPP Updates

- PPP borrowers can set their PPP loan's covered period to be any length between 8 and 24 weeks to best meet their business needs;
- PPP loans will cover additional expenses, including operations expenditures, property damage costs, supplier costs, and worker protection expenditures;
- The Program's eligibility is expanded to include 501(c)(6)s, housing cooperatives, destination marketing organizations, among other types of organizations;
- The PPP provides greater flexibility for seasonal employees;
- Certain existing PPP borrowers can request to modify their First Draw PPP Loan amount; and
- Certain existing PPP borrowers are now eligible to apply for a Second Draw PPP Loan.

A borrower is generally eligible for a Second Draw PPP Loan if the borrower:

- Previously received a First Draw PPP Loan and will or has used the full amount only for authorized uses;
- Has no more than 300 employees; and
- Can demonstrate at least a 25% reduction in gross receipts between comparable quarters in 2019 and 2020.

Click her to view a list of potential lenders by zip code.

Paycheck Protection Program. (2020). Retrieved January 9, 2021, from <https://www.sba.gov/article/2021/jan/08/sba-treasury-announce-ppp-re-opening-issue-new-guidance>

**Peoples Gas Billing Communication – Dec. 2020**

This was printed on all Peoples Gas bills throughout the month of Dec.



**SHARE THE  
HOPE**

Donate today to help pay  
energy bills for families in need  
in your community.

**[peoplesgas.com/share](https://peoplesgas.com/share)**

This was printed on all Peoples Gas Paperless Billing Notifications throughout the month of Dec.

**Help neighbors in need this holiday season**

Join thousands of our customers and employees who share the hope with their neighbors through our Share program. Every dollar you donate goes straight to pay natural gas bills for families in your community who are struggling. We partner with the Salvation Army to keep the lights on for those in need. Learn more and [donate here](#).



## FOR IMMEDIATE RELEASE

### **TECO Companies to Provide \$1 Million to Customers In Need**

*TECO has donated a total of \$2 million to support customers affected by the pandemic*

**Tampa, Fla. (Dec. 21, 2020)** – To help the community during this unprecedented year, Tampa Electric and TECO Peoples Gas are granting \$1 million in bill credits to customers in need.

A one-time \$85 bill credit will appear on January bills for residential customers who have received certain federal low-income assistance during 2020, including the Low-Income Home Energy Assistance Program (LIHEAP) and Emergency Home Energy Assistance for the Elderly Program (EHEAP). There is no need to apply or contact the utilities; the credit will automatically apply to their electric or natural gas bill.

“It is important for our customers to know we are here for them during this difficult time,” said Nancy Tower, president and chief executive officer of Tampa Electric. “We take pride in being a strong community partner, and we are glad to be able to help ease the burden for thousands of our customers who are most affected by financial hardship.”

The bill credits are part of the utilities’ ongoing efforts to help customers during the pandemic. In 2020, Tampa Electric and Peoples Gas:

- Donated \$500,000 to the Share program, which supports customers who struggle with paying their utility bills. They also joined with community partners and received generous donations from employees and customers to provide even more support for the program, benefiting about 5,000 families in 2020.
- Donated \$500,000 to other charitable partner organizations working on the front lines of the pandemic, providing critical support to our communities through meals, housing and other assistance.
- Temporarily suspended disconnections for residential and commercial customers.
- Connected customers with utility bill-payment resources and other assistance.

The credits will be funded by shareholders.

[Tampa Electric](#), one of Florida’s largest investor-owned electric utilities, serves about 780,000 customers in West Central Florida. [Peoples Gas System](#), Florida’s largest natural gas distribution utility, serves more than 400,000 customers across the state. Tampa Electric and Peoples Gas are subsidiaries of Emera Inc., a geographically diverse energy and services company headquartered in Halifax, Nova Scotia, Canada.

**Media Contacts:** Cherie Jacobs 813.334.7779 | Sylvia Vega 813.228.4381

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.

- To help the community during this unprecedented year, Tampa Electric and TECO Peoples Gas are granting \$1 million in bill credits to customers in need.
  - A one-time \$85 bill credit will appear on January bills for residential customers who have received certain federal low-income assistance during 2020, including the Low-Income Home Energy Assistance Program (LIHEAP) and Emergency Home Energy Assistance for the Elderly Program (EHEAP).
- Disconnections for non-payment were temporarily suspended starting 12/20/2020 and did not resume until 1/04/2021.