



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 Tampa Electric Company'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

Paula K. Brown
Manager, Regulatory Coordination
Regulatory Affairs
regdept@tecoenergy.com
pkbrown@tecoenergy.com

Enclosure(s)

cc: Jeff Whalen
Billy Stiles

Customer Impact Data Related to COVID-19

Utility: Tampa Electric Company

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	6,030	2,249
Commercial / Industrial	327	172
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	12,024	5,356
Commercial / Industrial	670	350

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$1,547,629	\$446,348
Commercial / Industrial	\$248,042	\$142,934
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$3,425,316	\$1,198,161
Commercial / Industrial	\$1,643,066	\$1,237,272

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	19,012	133,189
Commercial / Industrial	860	5,335
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	30	---
Commercial / Industrial	26	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	1.9%	---
Commercial / Industrial ²	0.7%	---

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	\$282,982	\$4,511,801

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	171,208	178,724
Commercial / Industrial	14,099	12,316

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	24,566	125,452
Commercial / Industrial	3,554	8,209
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	3,555	7,270
Commercial / Industrial	234	236
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	3,316	6,737
Commercial / Industrial	211	174

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	Mass Email - 1 Social Media Post - 6 Print Message on Bill - 1 Website Update - 1	COVID -19 Mass emails - 3 Website update - 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.)	Electric Phone Call - 9,287 Electric Final Notices -27,251 Combination Billing (TEC&PGS) Phone Calls - 240 Combination Billing (TEC&PGS) Final Notices - 869	Electric Emails - 86,677 Electric Phone Calls -86,107 Electric Final Notices - 165,917 Combination Billing (TEC&PGS) Emails - 6,895 Combination Billing (TEC&PGS) Phone Calls - 2,674 Combination Billing (TEC&PGS) 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. 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. See Attachment 2



Tampa Electric

Published by Ed Van Sant · December 11, 2020 at 6:14 PM ·



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. Share is a partnership between Tampa Electric, Peoples Gas and the Salvation Army.

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

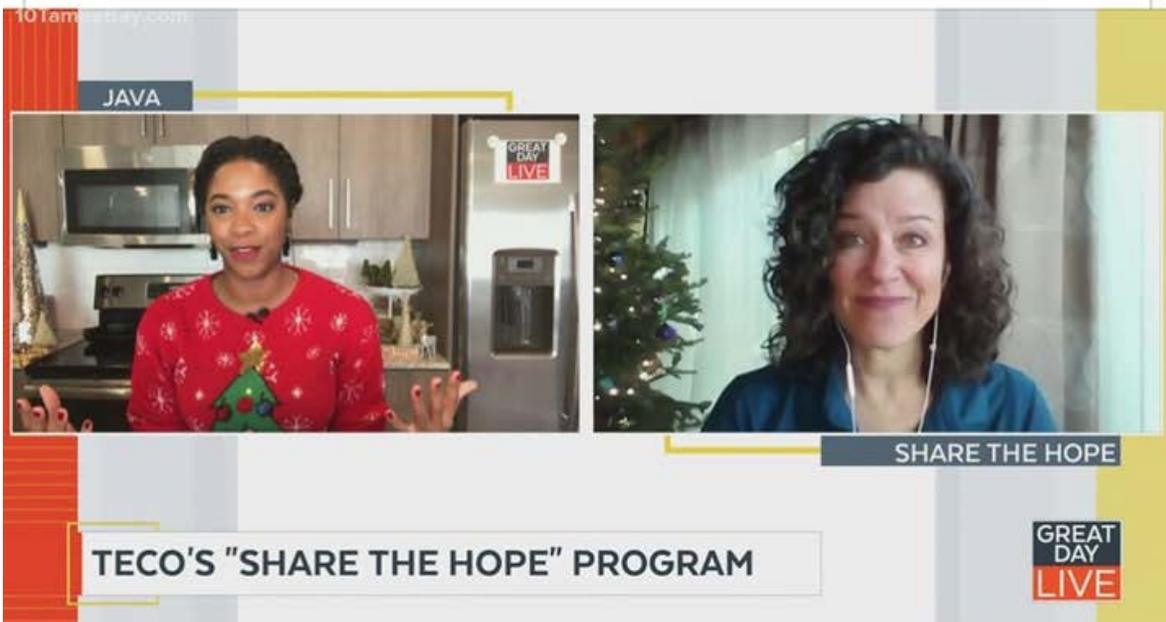


Great Day Live Tampa Bay ✓

December 10, 2020 at 11:52 AM ·



Tis the season for giving back! Learn how Tampa Electric and TECO Peoples Gas are helping neighbors in need.



WTSP.COM

TECO's "Share the Hope" program

Help neighbors in need with Tampa Electric and TECO Peoples G...



Tampa Electric
Published by Hootsuite · December 14, 2020 at 3:01 PM

This holiday season, we want to raise money to cover electric and natural gas bills for as many local families as we can. Can you help?
<http://ow.ly/b0xN50CLdrA>



12 DAYS OF
SHARING THE
HOPE

The image shows a young girl with dark curly hair wearing a Santa hat, smiling and holding two lit candles. To her left is a circular graphic with a dotted border containing the text '12 DAYS OF SHARING THE HOPE'.



Tampa Electric

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? <http://ow.ly/fK8r50CPe4Z>





Tampa Electric

Published by Ed Van Sant · December 21, 2020 at 1:24 PM ·



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

<http://ow.ly/MrxN50CR423>





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

Tampa Electric announced a \$1 million donation we made this week, which will give an \$85 January bill credit to those who previously qualified for and received aid from the Low-Income Home Energy Assistance Program (LIHEAP) or the Emergency Home Energy Assistance for the Elderly Program (EHEAP). Read this special letter from our President & CEO, Nancy Tower about continued relief efforts for our customers facing hardships.
<http://ow.ly/gccC50CS9Lj>





Tampa Electric

Published by Hootsuite  · December 29, 2020 at 12:02 PM · 



The safety of customers and employees is our top priority. Help us keep everyone safe and healthy by practicing social distancing when you see our crews out working. [#PoweringThruTogether](#)



**COVID-19
UPDATE**



Tampa Electric and Peoples Gas Website – Dec. 2020

This Paycheck Protection Information was posted on both tampaelectric.com/updates and 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>

Tampa Electric Billing Communication – Dec. 2020

This was printed on all Tampa Electric bills throughout the month of Dec.



**SHARE THE
HOPE**

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

tampaelectric.com/share

This was printed on all Tampa Electric 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 electric 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](#).

Tampa Electric Weekly Email (Opt-In) – Dec. 2020

This was emailed to approx. 16,800 customers who opt-in to receive Tampa Electric's weekly email.

[View this email in your browser](#)



Help Share the Hope

At Tampa Electric, we're committed to providing safe, affordable and reliable energy for you 24/7. We're also dedicated to helping our neighbors in need, especially during such a challenging year. That's why we partner with the Salvation Army to help cover utility bills for families going through hard times. The Share program ensures the lights stay on throughout the holiday season. Now we want to make the next 12 days our biggest yet. Can you share the hope today? Every dollar helps.

Watch the video to start sharing.

[Share Now](#)



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.