



February 26, 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 Tampa Electric Company's Customer Impact Data related to COVID-19 for the month of January 2021.

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

Sincerely,

Paula K. Brown

pkbrown@tecoenergy.com

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: January 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	6,294	1,489
Commercial / Industrial	294	115
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	11,014	5,225
Commercial / Industrial	675	355

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$1,479,853	\$285,372
Commercial / Industrial	\$292,578	\$118,440
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$3,055,211	\$1,158,053
Commercial / Industrial	\$767,281	\$1,273,178

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	31,414	164,603
Commercial / Industrial	1,958	7,293
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	31	---
Commercial / Industrial	29	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	1.7%	---
Commercial / Industrial ²	1.2%	---

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	\$284,592	\$4,796,393

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	161,928	171,827
Commercial / Industrial	15,338	14,774

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	14,343	106,552
Commercial / Industrial	2,817	7,502
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	4,655	10,927
Commercial / Industrial	215	330
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	4,184	10,099
Commercial / Industrial	186	279

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 -4 Email - 1	COVID -19 Mass emails - 4 Website update - 2 Social Media Post - 44 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 - 1,153 Electric Final Notices -16,665 Combination Billing (TEC&PGS) Phone Calls - 37 Combination Billing (TEC&PGS) Final Notices - 495	Electric Emails - 86,677 Electric Phone Calls -87,260 Electric Final Notices - 182,582 Combination Billing (TEC&PGS) Emails - 6,895 Combination Billing (TEC&PGS) Phone Calls - 2,711 Combination Billing (TEC&PGS) Final Notices - 6,035

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

Tampa Electric Social Media Posts – Jan. 2021

 Tampa Electric
Published by Hootsuite · January 6 at 12:02 PM ·

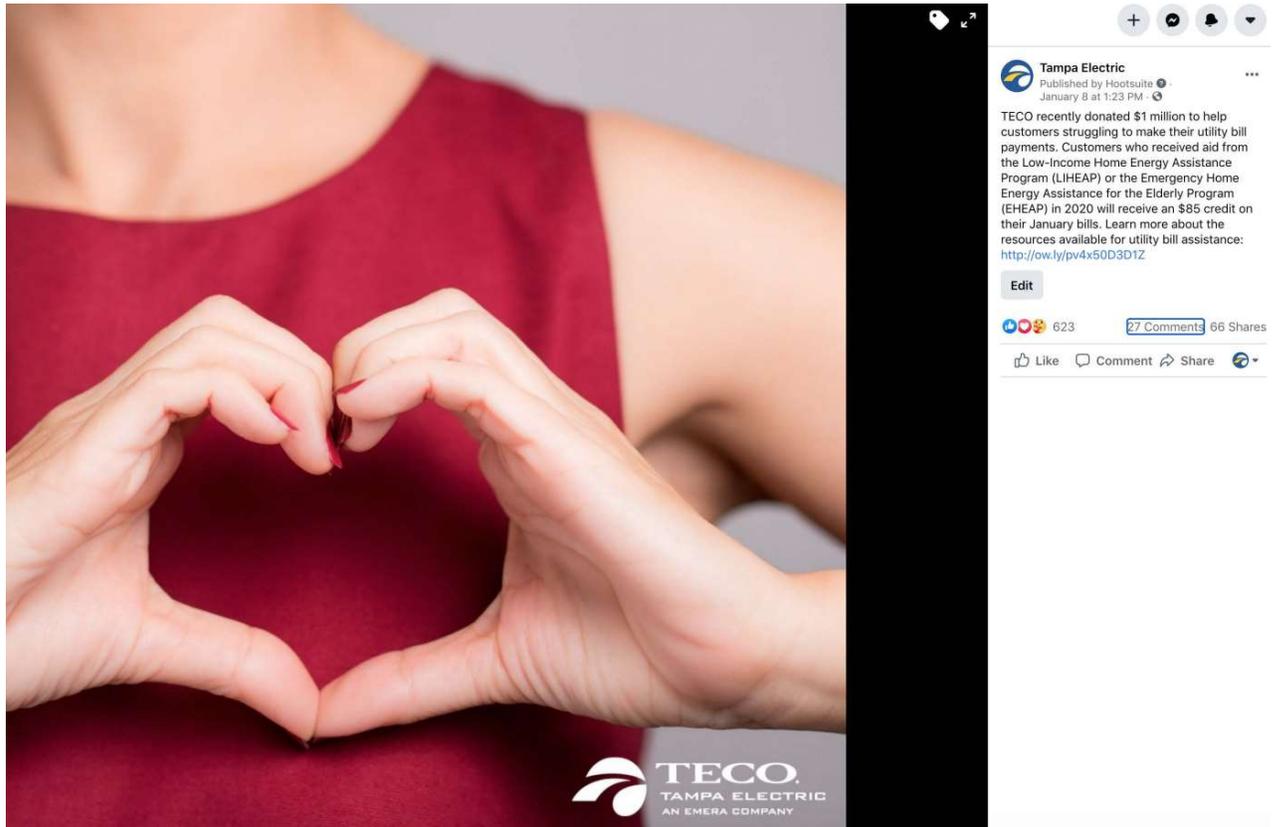
As you remain safer at home during the COVID-19 pandemic, switch to Paperless Billing for added convenience and reduced contact with others. As a bonus, you'll help the environment.
<http://ow.ly/2oLJ50D1oEz> #paperlessbilling



8,425
People Reached

789
Engagements

Boost Unavailable





Tampa Electric

Published by Hootsuite · January 19 at 12:02 PM ·

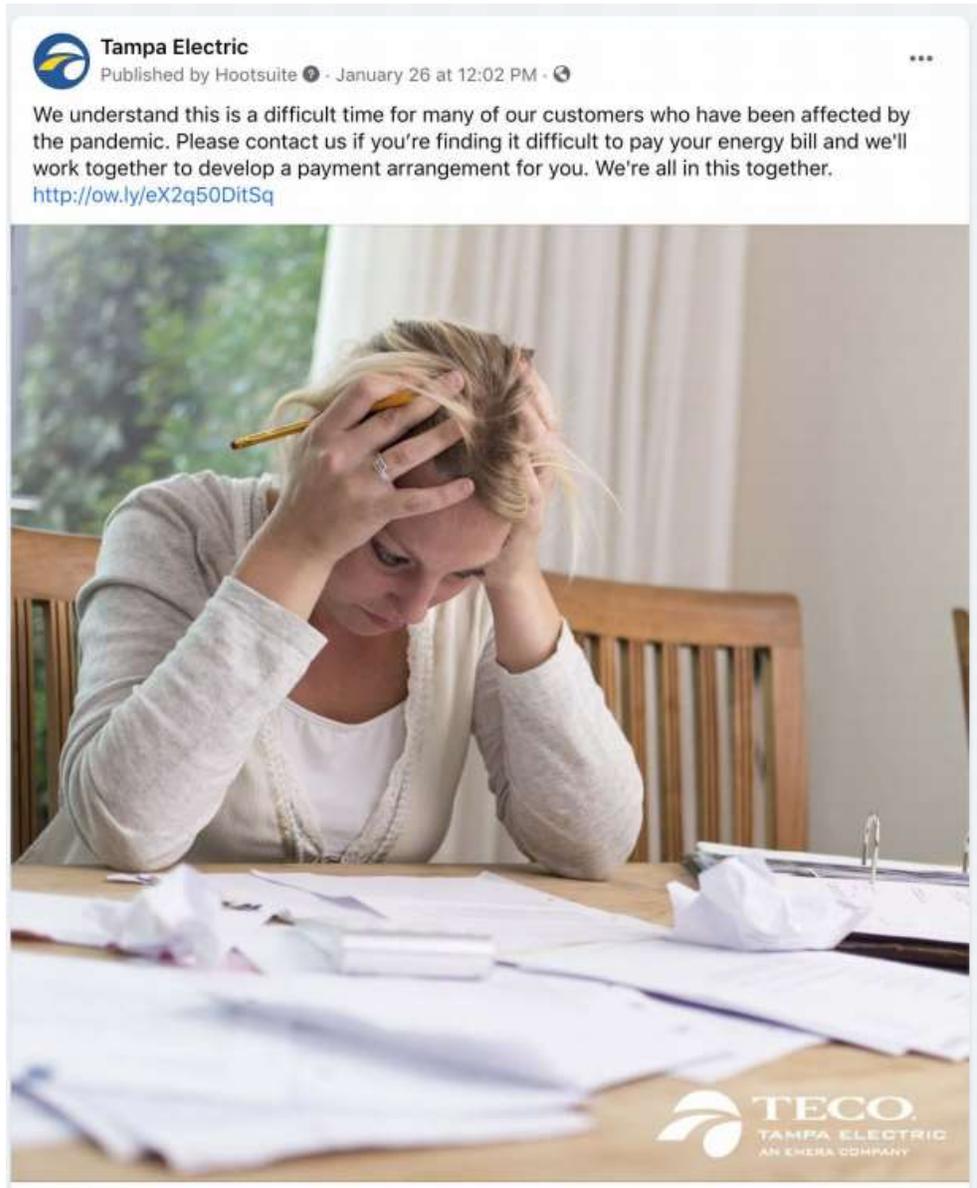
Scammers are taking advantage of the uncertainty caused by the pandemic to steal money and sensitive info. We've seen an uptick in scammers targeting our customers. Please be vigilant. We'll never call and threaten a same-day disconnection and request a pre-paid credit card for payment. Know the signs:<http://ow.ly/rM3t50DcuHJ>
#StopScams



8,354
People Reached

945
Engagements

Boost Unavailable



Email:

Dear Valued Customer,

At Tampa Electric and Peoples Gas, we're committed to assisting our small business customers through this difficult time. Recently, the U.S Small Business Administration (SBA) announced The Shuttered Venue Operators (SVO) grant program that your small business may qualify for. According to the SBA, the SVO grant was established by the Economic Aid to Hard-Hit Small Businesses, Nonprofits, and Venues Act, signed into law on December 27, 2020. The program includes \$15 billion in grants to shuttered venues, to be administered by the SBA's Office of Disaster Assistance.

Eligible applicants may qualify for SVO grants equal to 45 percent of their gross earned revenue, with the maximum amount for a single grant award of \$10 million. Two billion dollars is reserved for eligible applications with up to 50 full-time employees. While we don't know the specific details of eligibility or the application process at this time, we wanted to make you aware of this potential relief opportunity. We will continue to monitor aid that becomes available and encourage you to do the same as we expect

these funds to be allocated rather quickly. For more details on this upcoming program and to monitor its availability, please click the following link:

[Shuttered Venue Operators Grant \(SVO\)](#)

As you prepare for the application process, we suggest that you compile monthly revenue and costs for both 2019 and 2020.

Thank you for providing us the opportunity to serve your energy needs. We'll be in touch if we learn of any other assistance programs.

Sincerely,

Larry Snook
Manager, Commercial EMS & Business Customer Experience
Tampa Electric
813-739-9401
Internal extension X34743