



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 Peoples Gas System'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: Andrew Brown
Kandi M. Floyd
Derrick MacDonald

Customer Impact Data Related to COVID-19

Utility: Peoples Gas

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	2,811	1,517
Commercial / Industrial	160	124
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	6,378	3,641
Commercial / Industrial	426	232

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$268,860	\$95,431
Commercial / Industrial	\$112,088	\$160,702
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$614,082	\$338,129
Commercial / Industrial	\$325,492	\$204,084

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	3,915	22,005
Commercial / Industrial	494	2,488
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	28	---
Commercial / Industrial	34	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	0.5%	---
Commercial / Industrial ²	0.5%	---

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	\$153,954	\$556,333

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	58,834	64,067
Commercial / Industrial	6,780	6,776

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	1,987	17,954
Commercial / Industrial	1,701	4,260
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	789	1,305
Commercial / Industrial	98	88
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	455	796
Commercial / Industrial	68	54

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 Email - 1	COVID -19 Mass emails - 3 Social Media Post - 43 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 - 926 Gas Final Notices - 3,193 Combination Billing (PGS&TEC) - Phone Calls - 37 Combination Billing(PGS&TEC) Final Notices - 495	Gas Emails - 15,755 Gas Phone Calls - 14,204 Gas Final Notices - 16,891 Combination Billing (PGS&TEC) Emails - 6,895 Combination Billing (PGS&TEC) Phone Calls -2,711 Combination Billing (PGS&TEC) 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. 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. N/A	

Peoples Gas Social Media Posts – Jan. 2021



Peoples Gas

January 26 at 11:58 AM · 🌐

We know the pandemic is making it hard for many of our customers to manage monthly costs. Please contact us if you're finding it difficult to pay your energy bill and we'll work together to develop a payment arrangement. We're all in this together. <https://www.peoplesgas.com/.../payment-op.../payment-assistance/>





While we've ushered in a new year, the pandemic continues. Many of our neighbors are still having a hard time paying utility bills and making ends meet. If you'd like to help those in need, please join in our giving to Share. 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/>



5

2 Shares



Peoples Gas and Tampa Electric are granting \$1 million in bill credits to customers in need.

Customers who received aid from the Low-Income Home Energy Assistance Program (LIHEAP) or the Emergency Home Energy Assistance for the Elderly Program (EHEAP) in 2020 will receive an \$85 credit on their January bills.

There is no need to apply or contact the utilities; the credit will automatically apply to the bill. Learn more about the resources available for utility bill assistance: <https://www.peoplesgas.com/updates/>



2 Shares

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