



Matthew R. Bernier
ASSOCIATE GENERAL COUNSEL

March 17, 2021

VIA ELECTRONIC FILING

Adam J. Teitzman, Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: *Duke Energy Florida, LLC's Amended COVID-19 Customer Impact Reports for the months of October and December; Undocketed*

Dear Mr. Teitzman:

Please find enclosed for electronic filing on behalf of Duke Energy Florida, LLC ("DEF"), its Amended COVID-19 Customer Impact Reports for the months of October and December with September and November's data respectively. At the request of Staff, DEF is updating its COVID-19-related policy documents (Attachment B) filed with the October 30 and December 30, 2020, COVID-19 Customer Impact Reports. Please return Confidential Document Numbers 11653-2020 and 13816-2020. This filing replaces both of these documents.

Thank you for your assistance in this matter. Please feel free to call me at (850) 521-1428 should you have any questions concerning this filing.

Respectfully,

/s/ Matthew R. Bernier

Matthew R. Bernier

MRB/cmw
Enclosure

cc: Tripp Coston, FPSC Division of Economics

Customer Impact Data Related to COVID-19

Utility: DUKE ENERGY FLORIDA, LLC

Reporting Month: SEPTEMBER

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	
	Total Disconnections	% of Total Customers	Total Disconnections	% of Total Customers
Residential	19,648	1.18%	13,103	0.81%
Commercial / Industrial	1,429	0.68%	854	0.41%
Number of Accounts 90+ days past due	Reporting Month		Prior Year Month	
	Total Disconnections	% of Total Customers	Total Disconnections	% of Total Customers
Residential	28,520	1.71%	8,827	0.54%
Commercial / Industrial	2,115	1.01%	492	0.24%

Amount in Arrears*		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
	Residential	\$7,016,820
Commercial / Industrial	\$1,489,853	\$388,138
Amount 90+ days past due	Reporting Month	Prior Year Month
	Residential	\$8,789,498
Commercial / Industrial	\$2,013,598	\$227,230

*Balances under a payment arrangement are excluded from arrears balances

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
	Residential	23,032
Commercial / Industrial	809	1,968
Average Duration of New Payment Arrangement	Reporting Month	-----
	Residential	6.36 months
Commercial / Industrial	6.29 months	-----
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
	Residential ¹	3.01%
Commercial / Industrial ²	0.79%	-----

¹ Number of residential customers under a payment arrangement/total number of residential

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	\$698,078

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.

September 2017 is excluded from the calculation of the averages due to Hurricane Irma.

Late Fees		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
	Residential	\$0
Commercial / Industrial	\$0	\$0

Discontinuance of Service				
Number of Customers who received a Notice of Discontinuance of Service ⁴	Reporting Month		Prior Year Month	
	Total Notices	% of Total Customers	Total Notices	% of Total Customers
Residential	278,148	16.70%	301,753	18.54%
Commercial / Industrial	28,751	13.76%	26,798	12.96%

⁴ Total Notices reported reflects the cumulative number of notices sent to customers during the reporting period and does not reflect the number of delinquent customers as of report month end.

Number of Customers Disconnected from Service	Reporting Month		Prior Year Month	
	Total Disconnections	% of Total Customers	Total Disconnections	% of Total Customers
Residential	18	0.001%	14,867	0.91%
Commercial / Industrial	593	0.28%	764	0.37%

Number of Customers Reconnected to Service	Reporting Month		Prior Year Month	
	Total Reconnections	% of Total Customers	Total Reconnections	% of Total Customers
Residential	16	0.001%	12,903	0.79%
Commercial / Industrial	381	0.18%	614	0.30%

Customer Communications		
Communications (Please Note: this excludes communications made via non-traditional channels such as local government presentations, word-of-mouth, marquee banners, etc.)	Reporting Month	March 2020 through Current (cumulative)
	Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	4,208,834
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	335,469	927,462

Customer Communications	
<i>Please provide the following two responses starting in October 2020, and all subsequent filings</i>	
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. See Attachment A	
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 B	

Attachment A

Our response to COVID-19

As a provider of an essential service, we remain committed to delivering reliable power as well as protecting the health and safety of our customers and employees. We're here to help those still dealing with financial hardship and to support our communities through the gradual process of economic recovery. We encourage you to stay safe and continue to follow all precautions advised by state and federal health officials.

[EN ESPAÑOL](#)

Customer Assistance



Many in our communities are still facing economic hardships. Learn more about available financial assistance programs and how to avoid potential scams.

[CUSTOMER ASSISTANCE](#)
[LOW-INCOME ASSISTANCE \(LIHEAP\)](#)
[BEWARE OF SCAMS](#)

Billing & Payments



You can pay your bill online, by phone or through our app. We also have a variety of payment options to make it easier for you to budget right now.

[PAYMENT OPTIONS](#)
[CUSTOMER SERVICE](#)
[PAYMENT ARRANGEMENTS](#)

Manage Energy Use



Increased time at home means increased energy use. Help lower your energy bill and avoid high bill surprises with a few tips.

[LEARN AND SAVE](#)

FAQs



Get answers to your questions about how Duke Energy is responding to COVID-19.

[VIEW FAQs](#)

Helpful Resources for Business Customers



Find energy tips and programs specifically geared toward helping businesses save money and energy.

[BUSINESS RESOURCES](#)
[PAYMENT ARRANGEMENTS](#)

Supporting Our Communities



The Duke Energy Foundation is providing meals for children affected by school closings, supporting critical health care workers and more in response to COVID-19.

[DUKE ENERGY'S IMPACT](#)

Ensuring Reliability & Protecting Customers



We're working hard to keep the power on and our employees and the community safe.

[LEARN MORE](#)

News Releases & Executive Orders



[NEWS RELEASES](#)
[EXECUTIVE AND REGULATORY ORDERS](#)



Customer Assistance During COVID-19

Helping customers. Providing additional support.

Our customer commitment through the changes ahead.

At the start of the pandemic, we launched a sweeping series of steps to help, including suspending disconnections for nonpayment and waiving late payment fees as well as fees for credit and debit card payments. We also made changes within our field operations to help ensure the safety for both employees and the communities we serve.

Now, as we move to resume standard billing and payment practices, we remain committed to providing customer assistance to our business and residential customers still experiencing economic hardship due to COVID-19. As we have notified customers, we will continue to suspend disconnections for nonpayment until Sept. 1.

WAYS WE'RE HELPING CUSTOMERS IN NEED

- Duke Energy donated more than \$6.3 million for COVID-19 relief efforts across all the states we serve.
- More flexible payment arrangements have been available since April, offering extended repayment timelines up to six months.
- For customers currently behind on their bills, Duke Energy is proactively offering extended payment plans via email and text/SMS.
- We have developed an online request form for customers to set up extended payment plans on their own. Customers who are delinquent on their bill now have the option to request an extended payment arrangement easily without the need to call the customer service center. They can simply visit one of the following webpages and enter their phone number or account number to get started:
 - duke-energy.com/ExtraTime (residential)
 - duke-energy.com/Extension (business)
- Customers with more complex needs can speak with a customer care representative Monday through Friday from 7 a.m. to 7 p.m.
- Professional guidance is being offered for small business customers to help analyze their energy usage, discuss energy rates and identify solutions to help lower their energy bills at fl.bec@duke-energy.com.
- We are continuing to waive credit and debit card payment fees as well as walk-in payment fees for residential customers until November 2020.
- We're giving customers the freedom to choose a consistent monthly payment date that best fits their needs.
- Duke Energy is providing access to assistance agencies and third-party charities that can help with utility payments and other essential needs.

Duke Energy in Florida

Residential: 800.700.8744 | Business: 877.372.8477

ASSISTANCE AGENCIES

We are working closely with agencies in possession of CARES Act funds, LIHEAP dollars and other donation sources. Our goal is to help match qualifying residential and business customers with agencies that can help with payment.

For counties where agency connections are a challenge, we are guiding customers to 211.org. This free service helps connect customers to local community agencies supplying aid for a wide range of needs, including help with energy bills.

BE AWARE OF SCAMMERS UTILIZING NEW TACTICS

During the pandemic, we've seen a surge in fraudulent actions that attempt to trick customers into providing personal or financial information. The latest scams promise refund checks for overpayment on customer accounts if customers confirm personal data, such as a birthdate, Social Security number or federal tax ID.

Scammers have many methods for reaching customers. They may show up at a customer's home or business, send email or call. Here are a few facts and tips to help protect our customers and communities:

- Though Duke Energy will frequently contact our customers by phone, email and text, we will never ask for personal information over the phone or demand immediate payment using prepaid credit or debit cards.
- If a customer is unsure whether a call or in-person visit is valid, we highly encourage them to hang up or refuse service and contact our customer care center at 800.700.8744.
- Duke Energy will not specify how customers should make a bill payment and will always offer a variety of ways to pay, including accepting payments online, by phone, by mail or in person. If the caller demands immediate compensation by prepaid debit or credit card, do not submit payment.



BUILDING A SMARTER ENERGY FUTURE®



Asistencia al cliente durante COVID-19

Ayuda a los clientes. Brindamos apoyo adicional.

Nuestro compromiso con el cliente durante los cambios que se avecinan

Al comienzo de la pandemia, tomamos una extensa serie de medidas para ayudar a los clientes, tales como la suspensión de desconexiones por falta de pago y exención de recargos por pago atrasado y pago con tarjeta de crédito o débito. También modificamos nuestras operaciones en el terreno para favorecer la seguridad tanto de nuestros empleados como de las comunidades que atendemos.

Ahora, a medida que avanzamos hacia la reanudación de los procedimientos normales de facturación y pago, seguimos manteniendo nuestro compromiso de ayudar a nuestros clientes comerciales y residenciales con dificultades económicas debido a COVID-19. Tal como hemos informado a los clientes, las desconexiones por falta de pago seguirán suspendidas hasta el 1^o de septiembre.

FORMAS DE AYUDA PARA CLIENTES QUE LO NECESITEN

- Duke Energy ha donado más de \$6.3 millones de ayuda contra COVID-19 en todos los estados en que presta servicios.
 - Desde abril, ha habido arreglos de pago más flexibles con plazos de pago extendidos hasta por seis meses.
 - Para los clientes que actualmente tienen facturas vencidas, Duke Energy está ofreciendo proactivamente planes de extensión de pago por correo electrónico y mensajes de texto/SMS.
 - Hemos desarrollado un formulario de solicitud en línea para que los clientes establezcan por su cuenta un plan de extensión de pago. Los clientes con facturas vencidas pueden solicitar fácilmente un plan de extensión de pago sin necesidad de llamar al centro de servicio al cliente. Para comenzar, Basta ir a una de las siguientes páginas web e ingresar el número de teléfono o número de cuenta:
 - duke-energy.com/ExtraTime (residencial)
 - duke-energy.com/Extension (comercial)
- Duke Energy en Florida
Residencial: 800.700.8744 | Comercial: 877.372.8477
- Los clientes que tengan necesidades más complejas pueden hablar con un representante de atención a clientes de lunes a viernes de 7 a.m. a 7 p.m.
 - En fl.bec@duke-energy.com, se ofrece orientación profesional a los clientes dueños de pequeñas empresas para analizar su uso de energía, considerar tarifas de energía y buscar soluciones para reducir el monto de sus facturas de electricidad.
 - Continuaremos la exención de los recargos por pago con tarjeta de crédito o débito o pago sin cita previa para clientes residenciales hasta noviembre de 2020.
 - El cliente puede escoger la fecha de pago mensual que mejor se adapte a sus necesidades.
 - Duke Energy da acceso a agencias de asistencia y organizaciones benéficas de terceros que pueden ayudar a pagar los servicios públicos y satisfacer otras necesidades esenciales.

AGENCIAS DE ASISTENCIA

Estamos colaborando estrechamente con agencias que tienen fondos de la Ley de Ayuda, Alivio y Seguridad Económica contra el Coronavirus (Coronavirus Aid, Relief, and Economic Security, CARES), el Programa de Asistencia de Energía para Hogares de Bajos Ingresos (Low Income Home Energy Assistance Program, LIHEAP) y otras fuentes de donación. Nuestro objetivo es relacionar a los clientes residenciales y comerciales que satisfagan los requisitos con las agencias que puedan ayudarles a pagar las facturas.

En los condados en que es difícil comunicarse con las agencias, recomendamos a los clientes ir a 211.org. Este servicio gratuito les facilita a los clientes la comunicación con agencias de la comunidad local que ofrecen ayuda para satisfacer una amplia gama de necesidades, tales como el pago de facturas de electricidad.

ESTÉ ATENTO A LOS NUEVOS ENGAÑOS DE LOS ESTAFADORES

Durante la pandemia, hemos visto un aumento de los engaños mediante los cuales los estafadores intentan obtener los datos personales o bancarios de los clientes. En los engaños más recientes, el estafador le promete al cliente que le enviará un cheque de reembolso por sobrepago de cuentas si el cliente confirma datos personales tales como su fecha de nacimiento, su número de Seguro Social o su número de identificación fiscal federal.

Los estafadores tienen muchos métodos para abordar a los clientes. Pueden presentarse en persona en su negocio, enviar mensajes de correo electrónico fraudulentos o llamar por teléfono. A continuación presentamos consejos para proteger a nuestros clientes y comunidades:

Aunque Duke Energy se comunica con frecuencia con sus clientes por teléfono, correo electrónico y mensaje de texto, la empresa nunca solicita datos personales por teléfono ni exige pago inmediato con tarjetas de débito o crédito pagadas de antemano.

Si un cliente no está seguro de que una llamada o visita en persona sea válida, le recomendamos que cuelgue el teléfono o rechace el servicio y que se comunique con nuestro centro de atención a clientes llamando al 800.700.8744.

Duke Energy no especifica cómo pagar las facturas, y siempre ofrece una variedad de formas de pago de facturas, tales como pagos en línea, por teléfono, por correo o en persona. Si la persona que llama exige una compensación inmediata con tarjeta de débito o crédito pagada de antemano, NO haga el pago.



BUILDING A SMARTER ENERGY FUTURE®

Attachment B

September 2020

Duke Energy Florida, LLC (“the Company”) continues to monitor COVID-19 impacts to its customers and operations.

As COVID-19 impacts continue to affect our communities and our customers, the Company will provide customers reasonable opportunities for flexible payment options to ensure disconnection is a last resort.

- The Company established a disconnection moratorium from mid-March until early September for non-residential customers and until early October for residential customers.
- The Company waived late payment fees from mid-March until September and continues to waive walk-in payment fees and debit/credit card convenience fees.
- The Company continues to provide flexible payment options for customers through payment extensions, multi-month installment payment arrangements and payment arrangement restructuring when necessary.
- The Company provides customers the opportunity to pay only the current month’s bill to avoid disconnection. The Company will work with the customer on any remaining arrears through setting up a payment arrangement.
- The Company informs customers of the flexible payment options or available assistance funds through its communication channels (e.g. Company’s website, social media, bill messages, etc.), its customer care teammates and its community partnerships.

Customer Impact Data Related to COVID-19

Utility: DUKE ENERGY FLORIDA, LLC

Reporting Month: NOVEMBER

*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	
	Number of Accounts	% of Total Customers	Number of Accounts	% of Total Customers
Residential	12,020	0.69%	14,945	0.87%
Commercial / Industrial	1,003	0.46%	865	0.40%
Number of Accounts 90+ days past due	Reporting Month		Prior Year Month	
	Number of Accounts	% of Total Customers	Number of Accounts	% of Total Customers
Residential	9,062	0.52%	9,259	0.54%
Commercial / Industrial	765	0.35%	554	0.26%

Amount in Arrears*		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$2,024,166	\$1,564,532
Commercial / Industrial	\$504,662	\$421,849
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$1,788,424	\$670,017
Commercial / Industrial	\$810,798	\$188,248

*Balances under a payment arrangement are excluded from arrears balances

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	6,991	82,315
Commercial / Industrial	99	2,394
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	7.85 months	-----
Commercial / Industrial	7.16 months	-----
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	3.31%	-----
Commercial / Industrial ²	0.79%	-----

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	\$1,308,825	\$7,925,115

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.

Removed Oct 2018 from calculation of average due to Hurricane Michael.

Late Fees		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	\$1,616,354	\$1,706,007
Commercial / Industrial	\$324,210	\$296,066

Customer Impact Data Related to COVID-19

Utility: **DUKE ENERGY FLORIDA, LLC**

Reporting Month: **NOVEMBER**

*The report should include data as of the last day of reporting month
and is due by the last day of the following month*

Discontinuance of Service				
Number of Customers who received a Notice of Discontinuance of Service ⁴	Reporting Month		Prior Year Month	
	Total Notices	% of Total Customers	Total Notices	% of Total Customers
Residential	273,412	15.61%	289,906	16.96%
Commercial / Industrial	26,242	12.08%	26,242	12.24%

⁴ Total Notices reported reflects the cumulative number of notices sent to customers during the reporting period and does not reflect the number of delinquent customers as of report month end.

Number of Customers Disconnected from Service	Reporting Month		Prior Year Month	
	Total Disconnections	% of Total Customers	Total Disconnections	% of Total Customers
Residential	20,429	1.17%	11,662	0.68%
Commercial / Industrial	985	0.45%	434	0.20%

Number of Customers Reconnected to Service	Reporting Month		Prior Year Month	
	Total Reconnections	% of Total Customers	Total Reconnections	% of Total Customers
Residential	18,928	1.08%	10,778	0.63%
Commercial / Industrial	904	0.42%	366	0.17%

DEF has begun a pilot program targeting customers who have been disconnected but have not reconnected service with outbound texts and outbound voice message. The target audience includes customers who have been disconnected from 2 days up to 10 days without reconnection. After 10 days, the account would be finalized. The text and voice message includes a toll-free number that routes customers directly to the Duke Energy Internal Agency Group. The Agency Group Specialist will then have a credit consultation with the customer to discuss options available to reconnect power. These options include but are not limited to, helping customers obtain agency assistance, enrolling customers into payment arrangements and spreading deposit payments over a period of time. With direct access to our billing systems and strong agency relationships, these specialists are well-equipped to meet customer needs to reconnect service. As of 12/21/20, there have been over 915 customers targeted with this outreach.

Customer Communications		
Communications (Please Note: this excludes communications made via non-traditional channels such as local government presentations, word-of-mouth, marquee banners, etc.)	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	1,127,397	28,836,098
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	1,099	1,199,941

Customer Communications
<i>Please provide the following two responses starting in October 2020, and all subsequent filings</i>
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. N/A
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 B

Attachment B

November 2020

Duke Energy Florida, LLC (“the Company”) continues to monitor COVID-19 impacts on its customers and will make policy adjustments as needed.

- **The Company ended its disconnection moratorium for residential and non-residential customers.**
- **The Company resumed fees that were waived during the moratorium.**
- **The Company continues to work with its customers on reasonable payment options to ensure disconnection is a last resort.**
- **The Company continues to inform customers of available assistance funds through its various communication channels (e.g. Company’s website, social media, bill messages, etc.), its customer care teammates and its community partnerships.**