



Matthew R. Bernier
ASSOCIATE GENERAL COUNSEL

March 31, 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: Undocketed — Financial impacts on utility customers as a result of the COVID-19 pandemic*

Dear Mr. Teitzman:

Please find enclosed for electronic filing, on behalf of Duke Energy Florida, LLC (“DEF”), DEF’s financial impacts on utility customers for the month of February 2021 as a result of the COVID-19 pandemic. The filing includes the following:

- Customer Impact Data related to COVID-19 for the month of February 2021
- Attachment A (Examples of new customer communication/media notices re. past-due accounts, payment waivers, disconnection and reconnection policies within the last 30 days)

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

Customer Impact Data Related to COVID-19

Utility: **DUKE ENERGY FLORIDA, LLC**

Reporting Month: **FEBRUARY**

*The report should include data as of the last day of reporting
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	Number of Accounts
Residential	12,020	12,059
Commercial / Industrial	1,166	742
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
	Number of Accounts	Number of Accounts
Residential	7,642	9,574
Commercial / Industrial	890	639

Amount in Arrears ¹		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$1,730,762	\$1,202,774
Commercial / Industrial	\$541,735	\$277,732
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$881,025	\$981,288
Commercial / Industrial	\$566,226	\$296,775

¹ 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	4,135	97,722
Commercial / Industrial	80	2,631
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	8.23 months	-----
Commercial / Industrial	7.05 months	-----
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ²	2.35%	-----
Commercial / Industrial ³	0.48%	-----

² Number of residential customers under a payment arrangement/total number of residential customers.

³ 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 ⁴	\$793,582	\$11,005,724

⁴ 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. No storm impacts to chargeoffs in the reporting period.

Late Fees				
Number of Assessed Late Fees	Reporting Month		Prior Year Month	
Residential	\$1,299,625	242,113	\$1,538,721	300,293
Commercial / Industrial	\$248,984	22,166	\$223,759	21,790

Customer Impact Data Related to COVID-19

Utility: **DUKE ENERGY FLORIDA, LLC**

Reporting Month: **FEBRUARY**

*The report should include data as of the last day of reporting
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 ⁵	Reporting Month	Prior Year Month
	Total Notices	Total Notices
Residential	233,141	267,132
Commercial / Industrial	23,145	22,945

⁵ 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	Total Disconnections
Residential	12,178	9,424
Commercial / Industrial	306	470
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
	Total Reconnections	Total Reconnections
Residential	11,237	8,733
Commercial / Industrial	243	365

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.)	6	129
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	558	1,203,647

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. DEF has extended the offering of Special Agreements through June 2021.

Attachment A



Duke Energy

Feb 16 ·



As the pandemic continues, so does our commitment to you. If you're having trouble paying your utility bills, agencies in your area have programs that may help. Learn more:



ILLUMINATION.DUKE-ENERGY.COM

Where to find help paying your utility bill

[Learn More](#)



72

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As the pandemic continues, so does our commitment to you. If you're having trouble paying your utility bills, agencies in your area have programs that may help. Learn more:



Where to find help paying your utility bill

 illumination.duke-energy.com



Supporting our Communities

Across our communities, many are facing unprecedented financial and emotional hardships as a result of the pandemic. As a result, local relief agencies and nonprofits are struggling to meet their needs.

To help, the Duke Energy Foundation has provided more than \$6 million dollars in support of hunger relief, local health and human services and educational initiatives. These funds have been focused on meeting the needs of our local communities through a variety of ways. *Initial giving* focused on hunger relief, such as meals for seniors, children and families affected by school closings and on support for local health and human services organizations. Moving forward, our giving has focused on public utility assistance across most of our service territory, feeding and supporting our critical healthcare workers in the Midwest and Duke Energy small business support. In addition, we continue to support employees, through the Relief4Employees program.

We have given these organizations the flexibility to use these funds to address the immediate needs in their community and to put their remaining funds toward general operating expenses.

We know the needs are great for many right now and we will continue to look for ways we can support our customers, communities and employees.



North Carolina



Florida



Duke Energy's \$450,000 COVID-19-related grants address immediate social service and hunger relief needs resulting from the pandemic. It also includes support for more than 2,000 families by helping to pay gas or electric utility bills.

COVID-19 FAQs

Updated 12/16/2020

Billing

What is Duke Energy doing for those facing economic hardships from COVID-19? +

What if I need to reach Customer Service? +

What kind of assistance is available if I am past due on my bill? +

When attempting to set up a payment plan online, I was told my account was not currently eligible. What does this mean? +

What if I can't afford to pay anything right now and am facing disconnection? +

From February bill insert – RESIDENTIAL

Rates effective with March 2021 bills

Important information about a change to Duke Energy Florida's March 2021 rates

If approved by the Florida Public Service Commission, Duke Energy Florida March 2021 billing will include a decrease in the Asset Securitization Charge (ASC) from 0.251 cents per kWh to 0.245 cents per kWh. This change will result in a decrease in residential bills of 0.1%. While the total dollars collected in rates will stay relatively constant, the customer rate may change, at least twice a year, due to fluctuations in sales. The required formula based true-up process adjusts for the difference between the estimated and actual amounts collected. The company makes no profit from the ASC component of rates.

Enhanced customer care

Duke Energy understands many customers may be facing financial challenges because of the COVID-19 pandemic, and the company will continue to assist those whose accounts have fallen behind. We're actively working with customers who have accumulated past-due balances on their utility bills during the pandemic, offering additional time to catch up with extended payment plan options.

Additionally, for financial assistance, customers can visit 211.org or call 211 to locate available resources. The free service can help those in need find local community agencies that provide assistance to meet a wide range of needs, including medical expenses and health counseling, child and elder care, housing, food and other essentials and utility bills.

Duke Energy's customer service specialists are available Monday through Friday, 7 a.m. to 7 p.m., to assist customers with customized payment plans that meet their specific situations.

For information on how Duke Energy is assisting customers and responding to the COVID-19 pandemic, visit dukeenergyupdates.com or call 800.700.8744.



Commercial/Industrial RATE SCHEDULES

Rates effective with March 2021 bills

Important information about a change to Duke Energy Florida's March 2021 rates

If approved by the Florida Public Service Commission, effective with Duke Energy Florida March 2021 billing, there will be a change to the Asset Securitization Charge (ASC) for commercial and industrial customers, ranging from a 0.3% decrease to a maximum decrease of a 0.5%. While the total dollars collected in rates will stay relatively constant, the customer rate may change, at least twice a year, due to fluctuations in sales. The required formula based true-up process adjusts for the difference between the estimated and actual amounts collected. The company makes no profit from the ASC component of rates.

Enhanced customer care

Duke Energy understands many businesses may be facing financial challenges because of the COVID-19 pandemic, and the company will continue to assist business customers whose accounts have fallen behind due to illness or lost wages.

Duke Energy Florida is proactively working with customers accumulating past-due balances on their utility bills, offering payment plans to mitigate potentially more significant financial challenges in the future.

Small business customers can seek professional guidance 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 work hard on behalf of our customers to ensure safe, reliable, cleaner energy 24/7. We are leveraging innovative technology across our Florida service territory to upgrade the energy grid, improve reliability and help customers become more energy efficient.

You can help reduce your electric bill by managing your energy use. Duke Energy provides free business energy audits and tips for customers. Visit duke-energy.com/business/savings or call 877.372.8477.

