



Matthew R. Bernier  
ASSOCIATE GENERAL COUNSEL

April 30, 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 March 2021 as a result of the COVID-19 pandemic.

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: **MARCH**

*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	11,153	11,755
Commercial / Industrial	1,028	1,019
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
	Number of Accounts	Number of Accounts
Residential	6,331	8,730
Commercial / Industrial	922	591

Amount in Arrears <sup>1</sup>		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$1,533,241	\$1,154,734
Commercial / Industrial	\$479,827	\$251,014
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$688,203	\$889,855
Commercial / Industrial	\$460,052	\$162,393

<sup>1</sup> 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	3,080	100,802
Commercial / Industrial	70	2,701
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	7.87 months	-----
Commercial / Industrial	7.50 months	-----
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential <sup>2</sup>	1.65%	-----
Commercial / Industrial <sup>3</sup>	0.26%	-----

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

<sup>3</sup> 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 <sup>4</sup>	\$974,804	\$12,039,195

<sup>4</sup> 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	\$1,219,394	229,986	\$1,186,367	232,186
Commercial / Industrial	\$201,918	20,738	\$179,559	18,663

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Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service <sup>5</sup>	Reporting Month	Prior Year Month
	Total Notices	Total Notices
Residential	221,776	186,841
Commercial / Industrial	22,330	17,377

<sup>5</sup> 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	10,650	5,124
Commercial / Industrial	281	256

<sup>6</sup> Prior year disconnections reflect the Company's voluntary suspension of disconnects for non-payment effective March 16th, 2020.

Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
	Total Reconnections	Total Reconnections
Residential	9,803	4,840
Commercial / Industrial	220	210

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	135
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	122	1,203,769

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. <span style="float: right;">N/A</span>
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 not changed or implemented any significant policies within the last 30 days.