



Matthew R. Bernier
ASSOCIATE GENERAL COUNSEL

May 28, 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 April 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 April 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: APRIL

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	Number of Accounts
Residential	8,219	36,958
Commercial / Industrial	812	3,023
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
	Number of Accounts	Number of Accounts
Residential	5,586	14,461
Commercial / Industrial	816	1,298

Amount in Arrears ¹		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
	Residential	\$1,014,760
Commercial / Industrial	\$358,981	\$1,372,053
Amount 90+ days past due	Reporting Month	Prior Year Month
	Residential	\$586,235
Commercial / Industrial	\$343,256	\$341,909

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	2,218
Commercial / Industrial	58	2,759
Average Duration of New Payment Arrangement	Reporting Month	-----
	Residential	7.92 months
Commercial / Industrial	7.57 months	-----
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
	Residential ²	1.48%
Commercial / Industrial ³	0.23%	-----

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	\$331,534

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	\$1,125,445	214,164
Commercial / Industrial	\$270,784	20,000	\$0 -

Customer Impact Data Related to COVID-19

Utility: **DUKE ENERGY FLORIDA, LLC**

Reporting Month: **APRIL**

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 ⁵	Reporting Month	Prior Year Month
	Total Notices	Total Notices
Residential	215,688	0
Commercial / Industrial	21,277	0

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	8,502	0
Commercial / Industrial	288	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
	Total Reconnections	Total Reconnections
Residential	7,808	0
Commercial / Industrial	222	0

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	139
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	0	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. 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. N/A

Attachment A

Payment Options



Paperless Billing

Manage Settings / Bank Account



Enrolled
[MANAGE](#)



Automatic Draft

Manage Settings / Bank Account



Not Enrolled
[ENROLL](#)



Equal Payment Plan

Avoid billing surprises



Not Enrolled
[ENROLL](#)

[VIEW ALL](#)

Featured Offer



Need Help Paying Your Bill? >

If you need assistance, or know someone who does, Duke Energy has programs to help. [View all programs.](#)

Need extra time to pay your energy bill?

You now have two options. Request a short term payment extension when you only need several days. Choose a longer term payment arrangement when you need more time to catch up.



Get a few extra days to pay

Request an extension when you only need a week or two.



Set up a multi-month payment arrangement

Select an arrangement when you need to pay in installments over several months.

Frequently Asked Questions

What payment arrangement option is best for me?



Why am I not eligible for a payment arrangement?



What if I need payment arrangement terms not offered here?



What if I need to adjust my payment arrangement?



The automated phone system says my balance is zero. But I recently set up a payment arrangement so I know I should owe something. What's going on?

