



June 30, 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 May 2021.

If you have any questions, please contact me at (813) 228-1444.

Sincerely,

*/s/ Paula K. Brown*

pkbrown@tecoenergy.com

Paula K. Brown  
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Regulatory Affairs  
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Enclosure(s)

cc: Andrew Brown  
Kandi M. Floyd  
Derrick MacDonald

Customer Impact Data Related to COVID-19

Utility: Peoples Gas

Reporting Month: May 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	2,822	5,104
Commercial / Industrial	141	744
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	4,796	5,886
Commercial / Industrial	300	472

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$335,482	\$432,659
Commercial / Industrial	\$184,946	\$419,935
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$530,736	\$546,464
Commercial / Industrial	\$343,467	\$370,953

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	2,604	29,703
Commercial / Industrial	161	3,436
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	30	---
Commercial / Industrial	24	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential <sup>1</sup>	0.6%	---
Commercial / Industrial <sup>2</sup>	0.4%	---

<sup>1</sup> Number of residential customers under a payment arrangement/total number of residential customers.

<sup>2</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>3</sup>	\$86,611	\$452,598

<sup>3</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. If a prior month is excluded, provide an explanation.

Late Fees		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	53,017	54,558
Commercial / Industrial	5,038	8,741

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	1,746	0
Commercial / Industrial	1,544	0
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	586	0
Commercial / Industrial	52	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	404	0
Commercial / Industrial	27	0

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 - 2 Bill Print Message - 1	COVID -19 Mass emails - 3 Social Media Post - 51 Bill Onsert - 2 News Release - 4 Print Message on Bill - 3 Website Update -3
Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)	Gas Phone Calls - 692 Gas Final Notices - 2,717  Combination Billing (PGS&TEC) - Phone Calls - 33 Combination Billing(PGS&TEC) Final Notices - 573	Gas Emails - 15,755 Gas Phone Calls - 16,897 Gas Final Notices - 28,529  Combination Billing (PGS&TEC) Emails - 6,895 Combination Billing (PGS&TEC) Phone Calls -2,805 Combination Billing (PGS&TEC) Final Notices - 7,989

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. <b>Please see Attachment 1</b>	
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	

May 2021 COVID-related social media posts (Peoples Gas)



**TECO Peoples Gas**  
1,602 followers  
2w • 🌐

The Restaurant Revitalization Fund (RRF) provides financial assistance for restaurants and other eligible businesses challenged by COVID-19 to remain open. Learn More: <https://lnkd.in/e8hVipP>

#funding #assistance

**TECO**  
PEOPLES GAS  
AN ENECA COMPANY

## May 2021 COVID-related bill message (Tampa Electric and People Gas)

This message appeared on all bills throughout the month of May

### Important Messages

We've noticed that you have been paying your bill electronically lately. To help cut down on clutter and waste, we are no longer including a remittance envelope with your bill. Should you want to mail in your payment, you can request a payment envelope by calling 813-223-0800 or simply use a regular envelope and address it to Tampa Electric Company P.O. Box 31318, Tampa, Florida 33631-3318.

### Emergency Rental and Utility Bill Assistance

Several Florida cities and counties have received additional emergency rental assistance funding through the Florida Emergency Rental Assistance Program to assist households that are unable to pay rent and utilities due to hardship related to COVID-19. Visit [tampaelectric.com/updates](http://tampaelectric.com/updates) to learn more.

### More clean energy to you

Tampa Electric has reduced its use of coal by more than 90% over the past 20 years and has cut its carbon footprint in half. This is all made possible through investments in technology that help us use more solar and cleaner, domestically produced natural gas to produce electricity. Today, Tampa Electric is the state's top producer of solar energy per customer. Our diverse fuel mix for the 12-month period ending March 2021 includes Natural Gas 75%, Purchased Power 14%, Solar 6%, Coal 5% and less than one percent of oil. Visit [tampaelectric.com/solar](http://tampaelectric.com/solar) to learn more.