



July 30, 2021

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

Re: Docket No. 20210000 – Gulf Power Company's COVID-19 Customer Impact Data Report

Dear Mr. Teitzman:

Attached for electronic filing is Gulf Power Company's COVID-19 Customer Impact Data Report for the month of June 2021.

Sincerely,

A handwritten signature in blue ink that reads 'Richard Hume'.

Richard Hume
Regulatory Issues Manager

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Attachments

cc: Gulf Power Company
Russell Badders, Esq., VP & Associate General Counsel
Florida Public Service Commission
Shaw Stiller, Office of General Counsel

Customer Impact Data Related to COVID-19

Utility: [Gulf Power Company](#)

Reporting Month: [June 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 ¹		
Number of Accounts 60 -89 days past due	Reporting Month	Prior Year Month ²
Residential	4,072	8,907
Commercial / Industrial	382	837
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month ²
Residential	3,724	16,523
Commercial / Industrial	480	1,543

¹ Unique active accounts with age categorization by age of the account's oldest arrears balance (e.g., if an account has a 30, 60, and 90+ arrears balance, the account will show only once and in the 90+ category).

² Prior year month reflects the COVID-19 impact to delinquent accounts resulting from financial hardship coupled with suspension of collections in response to the pandemic.

Amount in Arrears ³		
Amount 60 -89 days past due	Reporting Month	Prior Year Month ⁴
Residential	\$ 730,877	\$ 3,105,316
Commercial / Industrial	\$ 750,239	\$ 700,072
Amount 90+ days past due	Reporting Month	Prior Year Month ⁴
Residential	\$ 2,070,682	\$ 5,281,056
Commercial / Industrial	\$ 717,424	\$ 914,926

³ Total active arrear balances are based on the aging of the arrears (e.g., a 90+ account in the "delinquent account" section can have balances showing in both the 60-89 aging category and the 90+ aging category).

⁴ Prior year month reflects the COVID-19 impact to receivables resulting from financial hardship coupled with suspension of collections in response to the pandemic.

Payment Arrangements		
Number of Payment Arrangements ⁵	Reporting Month	March 2020 through Current (cumulative)
Residential	3,647	87,643
Commercial / Industrial	99	1,783
Average Duration of Payment Arrangement ⁶	Reporting Month	-----
Residential	57	---
Commercial / Industrial	65	---
Percent of Customers Under a Payment Arrangement ⁷	Reporting Month	-----
Residential ⁸	1.53%	---
Commercial / Industrial ⁹	0.26%	---

⁵ Total payment arrangements granted through all channels during the reporting month and cumulative.

⁶ Average duration in days of total payment arrangements granted through all channels.

⁷ All active payment arrangements as of the final day of the reporting month divided by the number of active accounts.

⁸ Number of residential customers under a payment arrangement/total number of residential customers.

⁹ Number of commercial-industrial customers under a payment arrangement/total number of commercial-industrial customers.

Bad Debt ¹⁰		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt ^{11,12}	\$ (1,471,335)	\$ 14,746,884

¹⁰ Total Bad Debt for the reporting period less the three-year average for the same time period

¹¹ Difference between the reporting month and the average of the same month for the prior three years; excluding any prior months that were impacted by named hurricanes. For June 2021 reporting month, the historical average excludes June 2020 due to collection suspension in response to the COVID-19 pandemic.

¹² The June 2021 reporting month variance of (\$1.47MM) reflects the prior pandemic write-off accrual reversal against the better than expected economic recovery from the COVID-19 pandemic.

Late Fees ¹³		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	n/a	n/a
Commercial / Industrial	n/a	n/a

¹³ Gulf Power does not assess late fees.

Discontinuance of Service		
Number of Accounts who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month ¹⁵
Residential	51,051	0
Commercial / Industrial	2,992	0
Number of Accounts Disconnected from Service	Reporting Month	Prior Year Month ¹⁵
Residential	3,996	0
Commercial / Industrial	199	0
Number of Accounts Reconnected to Service ¹⁴	Reporting Month	Prior Year Month ¹⁵
Residential	3,510	0
Commercial / Industrial	133	0

¹⁴ Data reflects the number of accounts that had been disconnected during the Current Month but were reconnected. Accounts not reconnected are either closed at the customer request or the account is closed by Gulf if no action is taken by the customer within five billing cycle days (for the Prior Year Month) following a disconnection.

¹⁵ Prior year month reflects the suspension of collections in response to the COVID-19 pandemic.

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.) ¹⁶	1	95
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) ¹⁷	0	665,299

¹⁶ Instances of mass communication to customers resulting from COVID-19 (e.g., social media, news releases, etc.)

¹⁷ Volume of incremental individual customer communication outside of mass communication (e.g., outbound calls, emails, letters)

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.
Please see attached.
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.
No policy updates in July 2021.

Gulf Power Company (Gulf)

Undocketed – Financial impacts on utility customers as a
result of the COVID-19 pandemic

Samples of Current Communications



BILL DETAILS

Amount of your last bill	101.36
Payment(s) received - thank you	-101.36
Balance before new charges	\$0.00

New Charges

Rate: RS - Residential Service

Base charge	19.20
Energy charge	74.38
Fuel charge	26.40

(860 kWh at \$0.08649)

(860 kWh at \$0.03070)

Electric service charges	\$119.98
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Gross receipts tax	3.08
Franchise charge	7.58
Utility tax	10.00

Taxes and charges	\$20.66
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Total new charges	\$140.64
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Total amount you owe	\$140.64
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METER SUMMARY

Meter reading - Meter XXXX. Next meter reading Jul 24, 2021

Usage type	Current	-	Previous	=	Usage
kWh	95407		94547		860

ENERGY USE COMPARISON

	This Month	Last Month	Last Year
Service to	Jun 23, 2021	May 24, 2021	Jun 24, 2020
kWh used	860	563	929
Service days	30	31	29
kWh/day	29	18	32
Amount	\$140.64	\$101.36	\$149.28

Summer is here

Summer temperatures are on the rise, which impacts your energy use. Learn how to keep cool.

[Find out more](#)

We are here to help

If you are experiencing hardship as a result of the coronavirus (COVID-19) and need help with your bill, there are resources available.

[Learn more](#)

Save energy and money

Use the Energy Checkup tool to find personalized recommendations and savings tips.

[Start Saving](#)

When you pay by check, you authorize Gulf Power to process your payment electronically or as a draft. If your payment is processed electronically, your checking account may be debited on the same day we receive the check and your check will not be returned with your checking account statement.

Gulf Power does not agree to any restrictions, conditions or endorsements placed on any bill statement or payments such as check, money order or other forms of payment. We will process the payment as if these restrictions or conditions do not exist.