



August 31, 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 Tampa Electric Company's Customer Impact Data related to COVID-19 for the month of July 2021.

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

Sincerely,

*/s/ Paula K. Brown*

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Paula K. Brown  
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Enclosure(s)

cc: Jeff Whalen  
Billy Stiles

Customer Impact Data Related to COVID-19

Utility: Tampa Electric Company

Reporting Month: July 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	4,796	10,086
Commercial / Industrial	201	558
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	6,869	23,620
Commercial / Industrial	595	1,617

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$880,946	\$2,794,917
Commercial / Industrial	\$89,465	\$681,404
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$1,859,954	\$4,250,798
Commercial / Industrial	\$445,970	\$2,016,240

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	17,420	239,821
Commercial / Industrial	2,433	12,165
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	27	---
Commercial / Industrial	15	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential <sup>1</sup>	1.6%	---
Commercial / Industrial <sup>2</sup>	2.8%	---

<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>	\$266,792	\$6,029,099

<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	164,241	157,422
Commercial / Industrial	12,325	14,109

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	24,975	1,402
Commercial / Industrial	3,095	176
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	4,626	0
Commercial / Industrial	169	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	4,278	0
Commercial / Industrial	140	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 Post -4	COVID -19 Mass emails - 4 Website update - 3 Social Media Post - 59 Bill Onsert - 2 News Release - 6 Print Message on Bill - 3
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	Electric Phone Call - 1,067 Electric Final Notices -26,869  Combination Billing (TEC&PGS) Phone Calls - 42 Combination Billing (TEC&PGS) Final Notices - 1,201	Electric Emails - 86,677 Electric Phone Calls -92,185 Electric Final Notices - 293,643  Combination Billing (TEC&PGS) Emails - 6,895 Combination Billing (TEC&PGS) Phone Calls - 2,862 Combination Billing (TEC&PGS) Final Notices - 10,022

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>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

July 2021 COVID-related social media posts (Tampa Electric)

**Tampa Electric**  
Published by Hootsuite · July 2 at 12:02 PM · 🌐

Tampa Electric is cautioning customers that scammers have adapted their techniques for the coronavirus pandemic: As many people are working from home, aggressive scammers are showing up in person and demanding immediate payment under the guise of replacing equipment. Learn more: <http://ow.ly/WMrD50FnHs0>

15,849 People Reached    2,368 Engagements    ↑ +2.2x Higher Distribution Score    **Boost Post**

👍👎👀 534    56 Comments 181 Shares

<https://www.facebook.com/tampaelectric/photos/a.433845279347/10160948609774348>

 **Tampa Electric**  
Published by Hootsuite · July 12 at 12:23 PM · 

OUR Florida is now accepting applications for families in need of aid, regardless of their city of residence, and will benefit Floridians who have suffered due to the pandemic's economic impact. To learn more about eligibility, required documentation, and how to apply, visit <http://ow.ly/Rq7y50Fuel9>.



**42,619** People Reached    **8,260** Engagements    **↑ +3.4x Higher** Distribution Score    [Boost Post](#)

 721    118 Comments    333 Shares

 Like     Comment     Share

<https://www.facebook.com/tampaelectric/photos/10160973475719348>

 **Tampa Electric**  
Published by Ed Van Sant · July 16 at 4:36 PM

OUR Florida is currently accepting applications for rental and utility assistance and will begin processing applications in the order in which they were received. Learn more about eligibility, required documentation, and how to apply.



**Our Florida - Emergency Rental Assistance Program**  
May 11

Are you struggling to pay your rent or utility bills?

OUR Florida is a federally funded relief program aimed at getting Floridians back on their feet.

Don't... [See More](#)

744 People Reached   9 Engagements   - Distribution Score   **Boost Unavailable**

  4      1 Share

<https://www.facebook.com/tampaelectric/posts/10160983695084348>

 **Tampa Electric**  
Published by Hootsuite · July 23 at 1:20 PM · 

OUR Florida is now accepting applications for families in need of aid, regardless of their city of residence, and will benefit Floridians who have suffered due to the pandemic's economic impact. To learn more about eligibility, required documentation, and how to apply, visit <http://ow.ly/mH7t50FctIA>.



**928** People Reached    **14** Engagements    **↓ -2.0x Lower** Distribution Score    [Boost Post](#)

 8    2 Shares

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 Comment as Tampa Electric       

<https://www.facebook.com/tampaelectric/photos/10161000255089348>