



October 29, 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 September 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: [September 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	2,514	9,958
Commercial / Industrial	279	695
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month ²
Residential	2,006	18,959
Commercial / Industrial	335	1,930

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	\$ 331,312	\$ 4,839,506
Commercial / Industrial	\$ 109,604	\$ 743,671
Amount 90+ days past due	Reporting Month	Prior Year Month ⁴
Residential	\$ 697,962	\$ 8,674,490
Commercial / Industrial	\$ 295,616	\$ 1,429,784

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	2,530	96,354
Commercial / Industrial	84	2,019
Average Duration of Payment Arrangement ⁶	Reporting Month	-----
Residential	36	---
Commercial / Industrial	44	---
Percent of Customers Under a Payment Arrangement ⁷	Reporting Month	-----
Residential ⁸	0.93%	---
Commercial / Industrial ⁹	0.24%	---

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 Debt¹⁰		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt ^{11,12}	\$ (871,610)	\$ 14,206,437

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 September 2021 reporting month, the historical average excludes September 2020 due to collection suspension in response to the COVID-19 pandemic.

¹² The September 2021 reporting month variance of \$0.09MM reflects the prior pandemic write-off accrual reversal against the better than expected economic recovery from the COVID-19 pandemic.

Late Fees¹³		
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 Month¹⁵
Residential	55,565	0
Commercial / Industrial	2,987	0
Number of Accounts Disconnected from Service	Reporting Month	Prior Year Month¹⁵
Residential	5,998	0
Commercial / Industrial	257	0
Number of Accounts Reconnected to Service¹⁴	Reporting Month	Prior Year Month¹⁵
Residential	5,244	0
Commercial / Industrial	171	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	0	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.
There were no new communications/media notices as described above in October 2021. However, customer communications remain on Gulf's website regarding available resources for customers who are experiencing hardship as a result of COVID-19. Please see the following link: https://www.gulfpower.com/coronavirus.html .
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 October 2021.