

March 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 <u>FPSC Docket No. 20210000-OT</u>

Dear Mr. Teitzman:

Enclosed is Tampa Electric Company's Customer Impact Data related to COVID-19 for the month of February 2021.

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

Sincerely, /s/Paula K. Brown pkbrown@tecoenergy.com

Paula K. Brown Manager, Regulatory Coordination Regulatory Affairs <u>regdept@tecoenergy.com</u> <u>pkbrown@tecoenergy.com</u>

Enclosure(s)

Doc ID: 20210330112210564 Sertifi Electronic Signature

cc: Jeff Whalen Billy Stiles

### **TAMPA ELECTRIC COMPANY UNDOCKETED- CUSTOMER IMPACT** DATA - COVID-19 FILED: MARCH 31, 2021 PAGE 1 OF 1

#### Customer Impact Data Related to COVID-19

Utility: Tampa Electric Company

Reporting Month: February 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	6,273	1,788	
Commercial / Industrial	400	130	
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month	
Residential	10,157	4,722	
Commercial / Industrial	604	344	

Amount in Arrears			
Amount 60 -89 days past due	Reporting Month	Prior Year Month	
Residential	\$1,320,215	\$336,430	
Commercial / Industrial	\$305,468	\$152,991	
Amount 90+ days past due	Reporting Month	Prior Year Month	
Residential	\$2,760,507	\$1,053,904	
Commercial / Industrial	\$676,673	\$1,216,813	

Payment Arrangements			
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)	
Residential	13,067	177,670	
Commercial / Industrial	413	7,706	
Average Duration of New Payment Arrangement	Reporting Month		
Residential	33		
Commercial / Industrial	31		
Percent of Customers Under a Payment Arrangement	Reporting Month		
Residential <sup>1</sup>	1.8%		
Commercial / Industrial <sup>2</sup>	0.5%		

Commercial / Industrial<sup>2</sup> <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>	\$415,236	\$5,211,629

<sup>1</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.

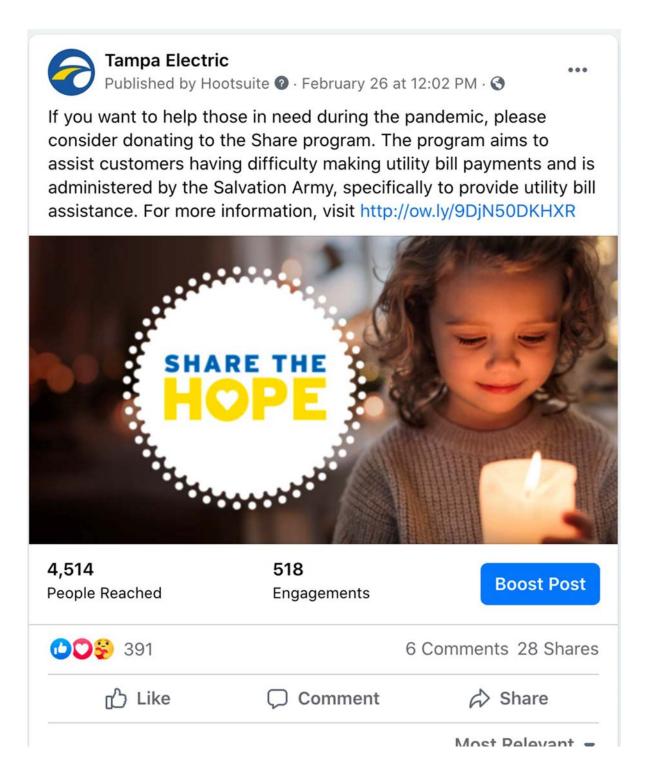
Late Fees		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	148,819	160,802
Commercial / Industrial	11,027	12,739
Discontinuance	e of Service	
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	13,966	95,294
Commercial / Industrial	2,455	6,224
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	3,858	9,042
Commercial / Industrial	150	212
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	3,531	8,851
Commercial / Industrial	131	200

Customer Communications			
Communications	Reporting Month	March 2020 through Current (cumulative)	
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	e Social Media Post -4	COVID -19 Mass emails - 4 Website update - 2 Social Media Post - 48 Bill Onsert - 2 News Release - 4 Print Message on Bill - 2 Website Update - 2	
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	Electric Phone Call - 899 Electric Final Notices -15,977 Combination Billing (TEC&PCS) Phone Calls - 26 Combination Billing (TEC&PCS) Final Notices - 444	Electric Emails - 86,677 Electric Phone Calls -88,159 Electric Final Notices - 198,559 Combination Billing (TEC&PGS) Emails - 6,895 Combination Billing (TEC&PGS) Phone Calls - 2,737 Combination Billing (TEC&PGS) Final Notices - 6,479	
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. Attachment 1			

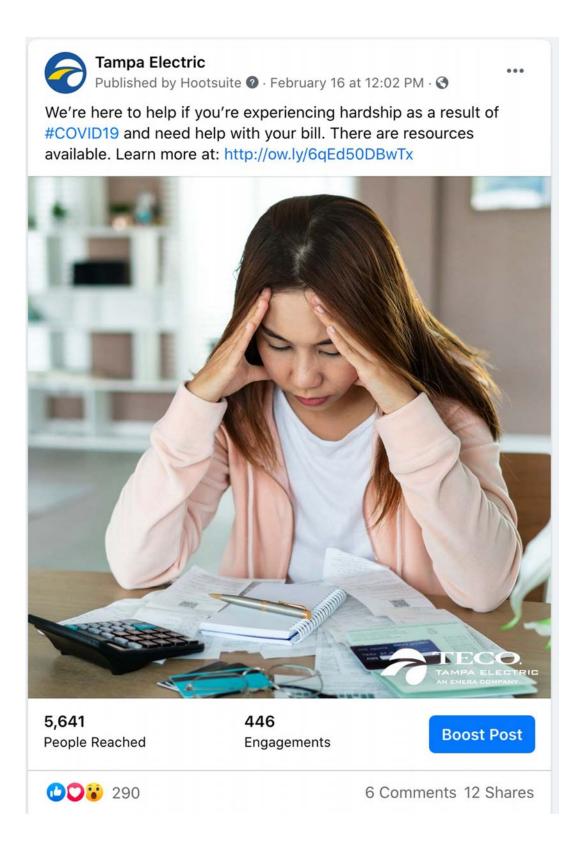
In the past 30-days, has the utility made changes to, or implemented new, policies related to past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection? If so, please explain. N/A

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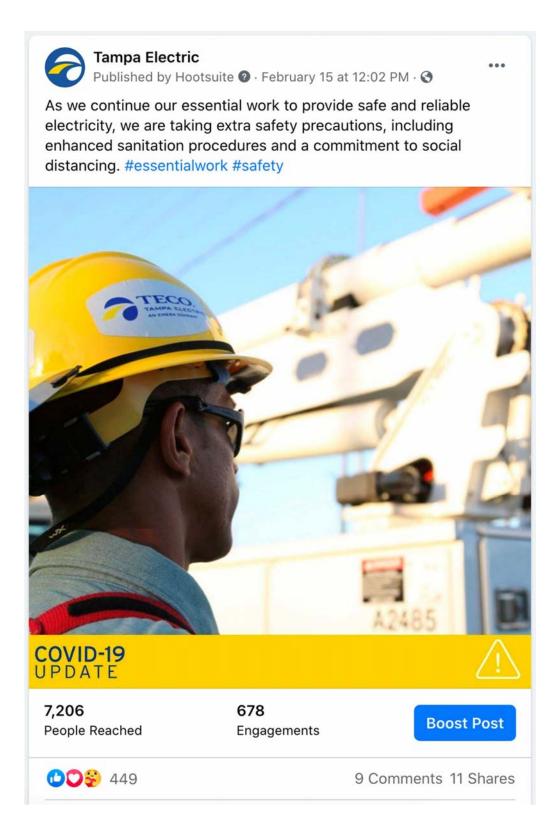
Tampa Electric Social Media Posts – Feb. 2021



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