



April 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 March 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
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pkbrown@tecoenergy.com

Enclosure(s)

cc: Andrew Brown
Kandi M. Floyd
Derrick MacDonald

Customer Impact Data Related to COVID-19

Utility: Peoples Gas

Reporting Month: March 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	4,970	2,007
Commercial / Industrial	318	96
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	5,102	3,438
Commercial / Industrial	345	250

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$266,587	\$153,033
Commercial / Industrial	\$138,704	\$73,778
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$573,947	\$316,172
Commercial / Industrial	\$471,796	\$248,172

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	1,731	25,721
Commercial / Industrial	385	3,078
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	31	---
Commercial / Industrial	25	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	0.4%	---
Commercial / Industrial ²	0.7%	---

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

² 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 ³	(\$407,601)	\$335,302

³ 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	53,708	56,672
Commercial / Industrial	5,509	5,664

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	1,953	8,270
Commercial / Industrial	1,843	1,822
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	659	661
Commercial / Industrial	78	40
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	557	875
Commercial / Industrial	53	25


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 - 2	COVID -19 Mass emails - 3 Social Media Post - 49 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.)	Gas Phone Calls - 616 Gas Final Notices - 3,308 Combination Billing (PGS&TEC) - Phone Calls - 19 Combination Billing(PGS&TEC) Final Notices - 488	Gas Emails - 15,755 Gas Phone Calls - 15,598 Gas Final Notices - 23,072 Combination Billing (PGS&TEC) Emails - 6,895 Combination Billing (PGS&TEC) Phone Calls - 2,756 Combination Billing (PGS&TEC) Final Notices - 6,967

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 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

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

 Peoples Gas
Published by Tracy Cartagena · March 29 at 3:27 PM · 

Need help with bill payment because of COVID-19? We're here for you. Learn more about available resources:
<https://www.peoplesgas.com/.../payment.../payment-assistance/>




107
People Reached


7
Engagements

[Boost Post](#)

<https://www.facebook.com/112732916102/posts/10159380516081103/>

 Peoples Gas
Published by Tracy Cartagena · March 23 at 3:01 PM ·

Khalia's story is an example of why we invest in our Share program. Things reached a tipping point for her family during the pandemic and they were facing hardship like never before. They needed help. Thank you to our employees, customers and community partners for supporting Share and helping customers like Khalia.
<http://peoplesgasblog.com/the-lightning-strike-that.../>



PEOPLESGASBLOG.COM
The Lightning strike that helped the Harvey household - Peoples Gas Blog [Learn More](#)

3,867 People Reached 207 Engagements [Boost Again](#)

Boosted on March 24 at 9:43 AM Completed
By Tracy Henao

People Reached	3.9K	Link Clicks	62
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<https://www.facebook.com/112732916102/posts/10159364493911103/>