



Matthew R. Bernier  
ASSOCIATE GENERAL COUNSEL

June 30, 2021

**VIA ELECTRONIC FILING**

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

Re: *Duke Energy Florida, LLC: Undocketed — Financial impacts on utility customers  
as a result of the COVID-19 pandemic*

Dear Mr. Teitzman:

Please find enclosed for electronic filing, on behalf of Duke Energy Florida, LLC (“DEF”), DEF’s financial impacts on utility customers for the month of May 2021 as a result of the COVID-19 pandemic.

Thank you for your assistance in this matter. Please feel free to call me at (850) 521-1428 should you have any questions concerning this filing.

Respectfully,

/s/ Matthew R. Bernier

Matthew R. Bernier

MRB/cmw  
Enclosure

## Customer Impact Data Related to COVID-19

Utility: DUKE ENERGY FLORIDA, LLC

Reporting Month: MAY

*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		
<b>Number of Accounts 60 -89 days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
	Number of Accounts	Number of Accounts
Residential	8,860	34,820
Commercial / Industrial	760	3,579
<b>Number of Accounts 90+ days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
	Number of Accounts	Number of Accounts
Residential	4,707	30,289
Commercial / Industrial	598	2,775
Amount in Arrears <sup>1</sup>		
<b>Amount 60 -89 days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	\$1,066,965	\$7,985,046
Commercial / Industrial	\$356,487	\$3,594,940
<b>Amount 90+ days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	\$434,657	\$4,554,077
Commercial / Industrial	\$321,374	\$1,061,007

<sup>1</sup> Balances under a payment arrangement are excluded from arrears balances

Payment Arrangements		
<b>Number of New Payment Arrangements</b>	<b>Reporting Month</b>	<b>March 2020 through</b>
Residential	2,421	105,441
Commercial / Industrial	52	2,811
<b>Average Duration of New Payment Arrangement</b>	<b>Reporting Month</b>	<b>-----</b>
Residential	7.90 months	-----
Commercial / Industrial	6.48 months	-----
<b>Percent of Customers Under a Payment Arrangement</b>	<b>Reporting Month</b>	<b>-----</b>
Residential <sup>2</sup>	1.37%	-----
Commercial / Industrial <sup>3</sup>	0.20%	-----

<sup>2</sup> Number of residential customers under a payment arrangement/total number of residential customers.

<sup>3</sup> Number of commercial-industrial customers under a payment arrangement/total number of commercial-industrial customers.

Bad Debt		
<b>Incremental Bad Debt</b>	<b>Reporting Month</b>	<b>March 2020 through</b>
Incremental Bad Debt <sup>4</sup>	\$398,252	\$12,769,980

<sup>4</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. No storm impacts to chargeoffs in the reporting period.

Late Fees			
<b>Number of Assessed Late Fees</b>	<b>Reporting Month</b>		<b>Prior Year Month</b>
Residential	\$1,166,005	223,181	\$0 -
Commercial / Industrial	\$242,679	21,269	\$0 -

## Customer Impact Data Related to COVID-19

Utility: **DUKE ENERGY FLORIDA, LLC**

Reporting Month: **MAY**

*The report should include data as of the last day of reporting month and is due by the last day of the following month*

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service <sup>5</sup>	Reporting Month	Prior Year Month
	Total Notices	Total Notices
Residential	223,916	0
Commercial / Industrial	21,206	0

<sup>5</sup> Total Notices reported reflects the cumulative number of notices sent to customers during the reporting period and does not reflect the number of delinquent customers as of report month end.

Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
	Total Disconnections	Total Disconnections
Residential	12,149	0
Commercial / Industrial	709	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
	Total Reconnections	Total Reconnections
Residential	11,117	0
Commercial / Industrial	556	0

Customer Communications		
Communications (Please Note: this excludes communications made via non-traditional channels such as local government presentations, word-of-mouth, marquee banners, etc.)	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	4	143
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	0	1,203,769

Customer Communications
<b><i>Please provide the following two responses starting in October 2020, and all subsequent filings</i></b>
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>N/A</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. <b>N/A</b>