

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

pkbrown@tecoenergy.com

Paula K. Brown
Manager, Regulatory Coordination
Regulatory Affairs
regdept@tecoenergy.com
pkbrown@tecoenergy.com

Enclosure(s)

cc: Jeff Whalen Billy Stiles

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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 ¹	1.6%	
Commercial / Industrial ²	2.8%	

Number of residential customers under a payment arrangement/total number of residential customers.
 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	\$266,792	\$6,029,099

⁵Difference 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. 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

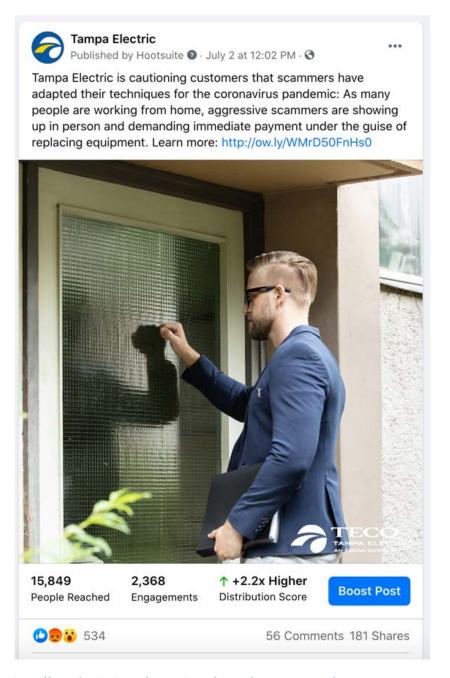
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July 2021 COVID-related social media posts (Tampa Electric)

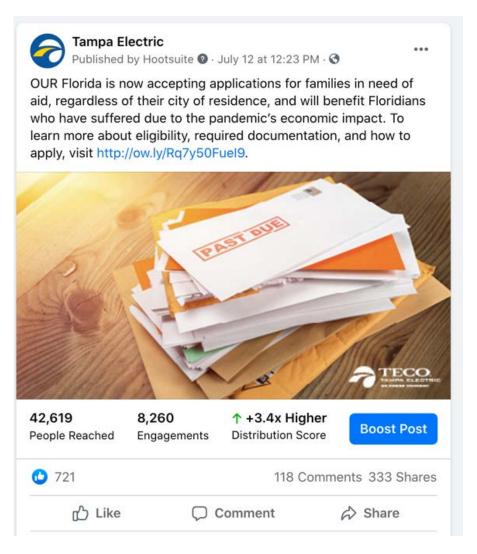


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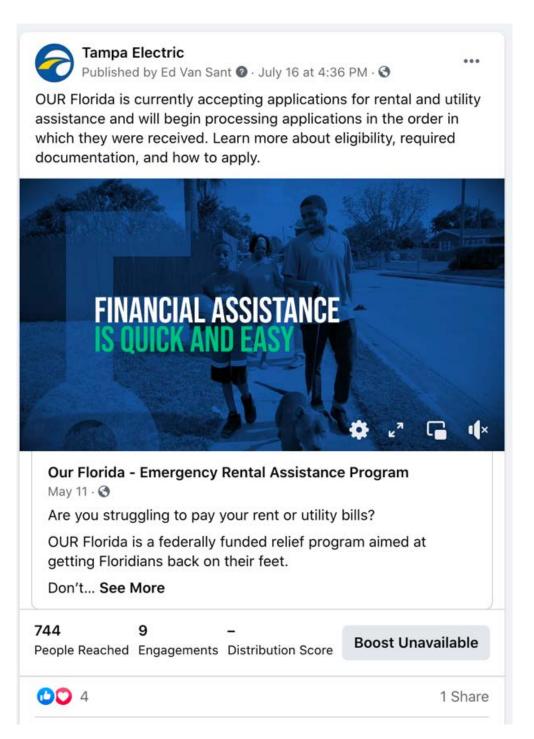
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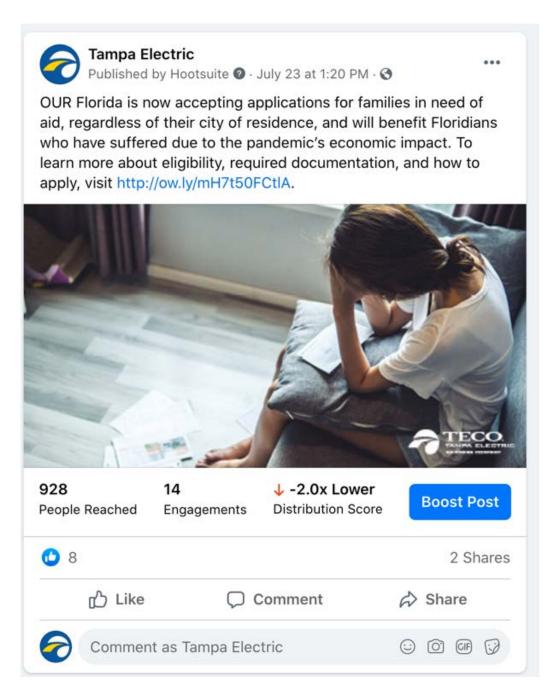
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