

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

Dear Mr. Teitzman:

Enclosed is Peoples Gas System's Customer Impact Data related to COVID-19 for the month of August 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> pkbrown@tecoenergy.com

Enclosure(s)

cc: Andrew Brown Kandi M. Floyd Derrick MacDonald

PEOPLES GAS SYSTEM UNDOCKETED- CUSTOMER IMPACT DATA - COVID-19 FILED: SEPTEMBER 30, 2021 PAGE 1 OF 1

Customer Impact Data Related to COVID-19

Reporting Month: August 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	3,019	3,299		
Commercial / Industrial	127	258		
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month		
Residential	5,067	10,852		
Commercial / Industrial	209	1,050		
Amoun	t in Arrears			
Amount 60 -89 days past due	Reporting Month	Prior Year Month		
Residential	\$298,617	\$358,395		
Commercial / Industrial	\$109,307	\$247,215		
Amount 90+ days past due	Reporting Month	Prior Year Month		
Residential	\$528,155	\$1,168,786		
Commercial / Industrial	\$339,838	\$927,868		
Payment	Arrangements			
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)		
Residential	4,224	37,717		
Commercial / Industrial	385	4,245		
Average Duration of New Payment Arrangement	Reporting Month			
Residential	28			
Commercial / Industrial	25			
Percent of Customers Under a Payment Arrangement	Reporting Month			
Residential ¹	0.4%			
Commercial / Industrial ²	0.3%			
1 Number of residential customers under a payment arrangement/total num	ber of residential customers.			

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	\$31,931	\$586,512
³ Difference between reporting month and the average of the same month for the prior three years; excluding any prior months that were impact			

named hurricanes. If a prior month is excluded, provide an explanation.

Utility: Peoples Gas

Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.) 46 Emails - 6,895 Combination Combination Combination Billing (PGS&TEC) Billing(PGS&TEC) Final Phone Calls - 2,908	Late	e Fees	
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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

ATTACHMENT 1

PEOPLES GAS SYSTEM UNDOCKETED- CUSTOMER IMPACT DATA - COVID-19 FILED: SEPTEMBER 30, 2021 PAGE 1 OF 2

Aug. 2021 COVID-related social media posts (Peoples Gas)



https://www.facebook.com/peoplesgas/photos/a.10150861440796103/10159747963251103/?type=3

ATTACHMENT 1

PEOPLES GAS SYSTEM UNDOCKETED- CUSTOMER IMPACT DATA - COVID-19 FILED: SEPTEMBER 30, 2021 PAGE 2 OF 2

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The pandemic continues to challenge people across Florida. If you want to help those in need, consider donating to our Share program. If you need help or want to contribute call 211 or visit: https://www.peoplesgas.com/company/community/share/

Share is administered by The Salvation Army of Florida and helps with utility bill payment.



https://www.facebook.com/112732916102/posts/10159700937466103/