

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 <sup>1</sup>	0.4%			
Commercial / Industrial <sup>2</sup>	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.
<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>	\$31,931	\$586,512
<sup>3</sup> 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	
Commercial / Industrial     5,253     6,630       Discontinuance of Service       Number of Customers who received a Notice of Discontinuance of Service     Reporting Month     Prior Year Month       Residential     2,301     2,370       Commercial / Industrial     1,714     1,431       Number of Customers Suscenceted from Service     Reporting Month     Prior Year Month       Residential     767     0     0       Commercial / Industrial     767     0     0       Number of Customers Reconnected to Service     Reporting Month     Prior Year Month       Residential     491     0     0       Commercial / Industrial     81     0     0       Communications     Reporting Month     Prior Year Month     Residential       Communications     81     0     0     0       Commercial / Industrial     81     0     0     0       Customer Communications     Social Media Post -2     Social Media Post -2     News Release - 4       Customer-wide COVID-related mass communications (paper, email, phone calls - 747     Gas Final Notices - 2,865     G	Number of Assessed Late Fees	Reporting Month	Prior Year Month
Discontinuance of Service       Number of Customers who received a Natice of Discontinuance of Service     Reporting Month     Prior Year Month       Residential     2,301     2,370       Commercial / Industrial     1,714     1,431       Number of Customers Disconnected from Service     Reporting Month     Prior Year Month       Residential     767     0     0       Commercial / Industrial     123     0     0       Number of Customers Reconnected to Service     Reporting Month     Prior Year Month       Residential     491     0     0       Commercial / Industrial     81     0     0       Commercial / Industrial     81     0     0       Commercial / Industrial     81     0     0       Costomers wide COVID-related mass communications (paper, email, phone calls, social media, etc.)     March 2020 through Current (cumulative)     COVID -19 Mass emails - 3       Social Media Post -2     Bitl Ongert - 2     Bitl Ongert - 2     News Release - 4       Print Message on Bill - 3     Website Update - 3     Combination Billing (PGS&TEC)       Targeted COVID-related communications to individual custom	Residential		56,133
Number of Customers who received a Notice of Discontinuance of Service     Reporting Month     Prior Year Month       Residential     2.301     2.370       Commercial / Industrial     1.7.14     1.4.31       Number of Customers Disconnected from Service     Reporting Month     Prior Year Month       Residential     767     0       Commercial / Industrial     767     0       Number of Customers Reconnected to Service     Reporting Month     Prior Year Month       Residential     767     0     0       Commercial / Industrial     123     0     0       Mumber of Customers Reconnected to Service     Reporting Month     Prior Year Month       Residential     491     0     0       Commercial / Industrial     81     0     0       Commercial / Industrial     81     0     0       Costomers     Reporting Month     COVID -related mass communications (paper, email, phone calls, social Media Post -2     Social Media Post -2     News Release + 4       Print Message on Bill - 3     Website Update -3     News Release + 4     Print Message on Bill - 3       Targeted COVID-related	Commercial / Industrial	5,253	6,630
of Service     Reporting Month     Prior Year Month       Residential     2,301     2,370       Commercial / Industrial     1,714     1,431       Number of Customers Disconnected from Service     Reporting Month     Prior Year Month       Residential     767     0       Commercial / Industrial     123     0       Number of Customers Reconnected to Service     Reporting Month     Prior Year Month       Residential     491     0     0       Commercial / Industrial     81     0     0       Constructions     Reporting Month     March 2020 through Current (cumulative)     (cumulative)       Costomer-wide COVID-related mass communications (paper, email, phone calls, social Media Post -2     Bitl Onsert - 2     Bitl Onsert - 2       Social Media Post -2     Bitl Onsert - 2     News Release - 4     Print Message on Bill - 3       Vebsite Update - 3     Website Update - 3     Gas Phone Calls - 747     Gas Final Notices - 37,103       Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)     Gas Final Notices - 1,150     Combination Billing (PCS&TEC)       Home calls, text, etc.)     Gas Phone Calls - 747<	Discontinuar	nce of Service	
Residential 2,301 2,370   Commercial / Industrial 1,714 1,431   Number of Customers Disconnected from Service Reporting Month Prior Year Month   Residential 767 0   Commercial / Industrial 123 0   Number of Customers Reconnected to Service Reporting Month Prior Year Month   Residential 123 0   Commercial / Industrial 13 0   Commercial / Industrial 81 0   Customer Communications   Customer Communications   Costomer Communications   Customer Communications   Customer Communications   Customer Communications   Customer Communications   Customer Communications   Customer Communications   CovTUD-related mass communications (paper, email, phone   Caster - 2   News Release - 4   Print Message on Bill - 3   Website Update - 3   Combination Billing (PCS&TEC)   Combination Billing (PCS&TEC)   Gas Phone Calls - 747   Gas Phone Calls - 747   Gas Phone Calls - 747 </td <td></td> <td>Reporting Month</td> <td>Prior Year Month</td>		Reporting Month	Prior Year Month
Commercial / Industrial     1.714     1.431       Number of Customers Disconnected from Service     Reporting Month     Prior Year Month       Residential     767     0       Commercial / Industrial     123     0       Number of Customers Reconnected to Service     Reporting Month     Prior Year Month       Residential     491     0       Commercial / Industrial     81     0       Commercial / Industrial     81     0       Customers Reconnected to Service       Reporting Month     (cumulative)       Constomer Communications     0     COVID - 19 Mass emails - 3       Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)     Social Media Post - 2     Bill Onsert - 2       Social Media Post - 2     Bill Onsert - 2     News Release - 4       Print Message on Bill - 3     Website Update - 3       Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)     Gas Phone Calls - 747     Gas Final Notices - 3,7103       Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)     Combination Billing (PGS&TEC)     Phone Calls - 3,890		2 301	2 370
Number of Customers Disconnected from Service     Reporting Month     Prior Year Month       Residential     767     0       Connectal/ Industrial     123     0       Number of Customers Reconnected to Service     Reporting Month     Prior Year Month       Residential     491     0       Connectal/ Industrial     81     0       Customer Communications     81     0       Customer Communications       Customer Communications       Customer Communications       Customer Communications       Customer Communications       Control Reporting Month     March 2020 through Current (cumulative)       Control - Pol Mass emails - 3     Social Media Post - 2     Social Media Post - 55       Bill Onsert - 2     News Release - 4     Print Message on Bill - 3       Website Update - 3     Website Update - 3     Social Second Billing       Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)     Gas Phone Calls - 747     Gas Final Notices - 3,865       Combination Billing     (PGS&TEC) - Phone Calls - 6,895     Combination Billing (PGS&TEC)			
Residential   767   0     Commercial / Industrial   123   0     Number of Customers Reconnected to Service   Reporting Month   Prior Year Month     Residential   491   0     Commercial / Industrial   81   0     Customer Communications     Customer Communications     Commercial / Industrial   81   0     Customer Communications     Customer Communications     Courser-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)   March 2020 through Current (cumulative)     Covid Media Post -2     Bill Onsert - 2   News Release - 4     Print Message on Bill - 3   Website Update -3     Combination Billing (PCS&TEC) Phone Calls - 18,721     Gas Phone Calls - 747     Gas Phone Calls - 747   Gas Final Notices - 2,865     Gas Phone Calls - 747   Gas Final Notices - 37,103     Combination Billing (PCS&TEC)   Phone Calls - 6,895     Combination Billing (PCS&TEC)   Final Notices - 1,150   Combination Billing (PCS&TEC)			
Commercial / Industrial     123     0       Number of Customers Reconnected to Service     Reporting Month     Prior Year Month       Residential     491     0       Commercial / Industrial     81     0       Customers Communications       Customer Communications       Customer Communications       Communications     Reporting Month     (cumulative)       Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)     Social Media Post -2     Bill Onsert - 2       Social media, etc.)     Social Media Post -2     Bill Onsert - 2     Bill Onsert - 2       Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)     Gas Phone Calls - 747     Gas Final Notices - 3,865       Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)     Gas Final Notices - 2,865     Gas Final Notices - 3,7103       Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)     Gas Final Notices - 1,8721     Gas Final Notices - 3,7103       Combination Billing (PGS&TEC)     Final Notices - 1,8721     Gas Final Notices - 3,805     Combination Billing (PGS&TEC)       46     Combinati			
Number of Customers Reconnected to Service     Reporting Month     Prior Year Month       Residential     491     0       Commercial / Industrial     81     0       Customer Communications       Customer Communications       Commercial / Industrial     81     0       Customer Communications       Communications     Reporting Month     March 2020 through Current (cumulative)       Control - related mass communications (paper, email, phone calls, social media, etc.)     Social Media Post -2     Social Media Post - 55 Bill Onsert - 2       Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)     Gas Phone Calls - 747 Gas Final Notices - 2,865 Gas Phone Calls - 18,721 Gas Final Notices - 2,865 Combination Billing (PGS&TEC) - Phone Calls - 6,895     Gas Final Notices - 37,103 Combination Billing (PGS&TEC) Final Notices - 1,150			
Residential     491     0       Commercial / Industrial     81     0       Customer Communications       Communications     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     Bill Onsert - 2 News Release - 4 Print Message on Bill - 3 Website Update -3       Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)     Gas Phone Calls - 747 Gas Final Notices - 2,865 Gas Final Notices - 37,103 Combination Billing (PGS&TEC) - Phone Calls - 6,895 Combination Billing (PGS&TEC) Bill Onsert - 2 News Release - 4 Print Message on Bill - 3 Website Update -3			
Commercial / Industrial     81     0       Customer Communications       Communications     Reporting Month     (cumulative) (cumulative)       Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)     Social Media Post -2     Bit Omsert - 2 News Release - 4 Print Message on Bill - 3 Website Update -3       Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)     Gas Phone Calls - 747 Gas Final Notices - 2,865 Gas Phone Calls - 18,721 Gas Final Notices - 2,865 Combination Billing (PGS&TEC) - Phone Calls - 6,895 Combination Billing (PGS&TEC) Billing(PGS&TEC) Final Notices - 1,150     Combination Billing (PGS&TEC) Phone Calls - 2,908			
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 - 55 Bill Onsert - 2       Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)     Gas Phone Calls - 747 Gas Final Notices - 2,865 Combination Billing (PGS&TEC) - Phone Calls - 6,895 Combination Billing (PGS&TEC) Billing(PGS&TEC) - Phone Calls - 6,895     Combination Billing Combination Billing (PGS&TEC) Billing (PGS&TEC)			0
Communications     Reporting Month     March 2020 through Current (cumulative)       Communications     COVID-related mass communications (paper, email, phone calls, social media, etc.)     Social Media Post - 2     COVID-10 Mass emails - 3 Social Media Post - 55 Bill Onsert - 2       Social media, etc.)     Social Media Post - 2     News Release - 4 Print Message on Bill - 3 Website Update - 3       Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)     Gas Phone Calls - 747 Gas Final Notices - 2,865 Gas Final Notices - 2,865 Gas Final Notices - 2,865 Gas Final Notices - 37,103 Combination Billing (PGS&TEC) - Phone Calls - 64 Combination Billing (PGS&TEC) Billing(PGS&TEC) Final Notices - 1,150     Combination Billing (PGS&TEC)			
Communications     Reporting Month     (cumulative)       Constructions     (cumulative)     (cumulative)       Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)     Social Media Post -2     Social Media Post -2     Social Media Post -2     News Release - 4       Print Message on Bill - 3     Website Update -3     Website Update -3     Gas Phone Calls - 747     Gas Final Notices - 2,865     Gas Phone Calls - 18,721     Gas Final Notices - 37,103       Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)     (PGS&TEC) - Phone Calls - 6,895     Combination Billing     (PGS&TEC)     Emails - 6,895     Combination Billing (PGS&TEC)     Final Notices - 1,150     Combination Billing (PGS&TEC)	Customer Co	ommunications	
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.) Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.) Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.) Social Media Post - 2 Social Media Post - 2 Social Media Post - 3 Bill Onseert - 2 News Release - 4 Print Message on Bill - 3 Website Update -3 Gas Final Notices - 2,865 Gas Final Notices - 37,103 Combination Billing (PGS&TEC) - Phone Calls - 46 Combination Billing (PGS&TEC) Final Notices - 1,150 Combination Billing (PGS&TEC) Combination Billing (PGS&TEC) Combinat	Communications	Reporting Month	
Gas Final Notices - 2,865     Gas Phone Calls - 18,721       Targeted COVID-related communications to individual customers (pager, email, phone calls, text, etc.)     Gas Final Notices - 2,865     Gas Final Notices - 37,103       Combination Billing     (PGS&TEC) - Phone Calls -     Combination Billing     Combination Billing       email, phone calls, text, etc.)     Gas Final Notices - 37,103     Combination Billing     Combination Billing       Billing(PGS&TEC) = Phone Calls -     Gombination     Combination Billing     PGS&TEC       Billing(PGS&TEC) = Phone Calls - 2,908     Combination Billing (PGS&TEC)     Combination Billing (PGS&TEC)		Social Media Post -2	Social Media Post - 55 Bill Onsert - 2 News Release - 4 Print Message on Bill - 3
		Gas Final Notices - 2,865 Combination Billing (PGS&TEC) - Phone Calls - 46 Combination Billing(PGS&TEC) Final	Gas Phone Calls - 18,721 Gas Final Notices - 37,103 Combination Billing (PGS&TEC) Emails - 6,895 Combination Billing (PGS&TEC) Phone Calls - 2,908 Combination Billing (PGS&TEC)

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

...

Peoples Gas Published by Tracy Cartagena 🛛 · August 6 · 🔇

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/