

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

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 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
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Enclosure(s)

cc: Jeff Whalen Billy Stiles

TAMPA ELECTRIC COMPANY UNDOCKETED- CUSTOMER IMPACT

DATA - COVID-19

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Customer Impact Data Related to COVID-19

Utility: Tampa Electric Company

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	5,225	9,637
Commercial / Industrial	354	484
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	6,456	27,174
Commercial / Industrial	638	1,663

Amount in Arrears			
Amount 60 -89 days past due	Reporting Month	Prior Year Month	
Residential	\$1,018,625	\$2,845,209	
Commercial / Industrial	\$110,101	\$620,006	
Amount 90+ days past due	Reporting Month	Prior Year Month	
Residential	\$1,792,184	\$5,547,344	
Commercial / Industrial	\$409,047	\$2,186,050	

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	35,719	275,540
Commercial / Industrial	3,044	15,209
Average Duration of New Payment Arrangement	Reporting Month	
Residential	27	
Commercial / Industrial	18	
Percent of Customers Under a Payment Arrangement	Reporting Month	
Residential ¹	1.5%	
Commercial / Industrial ²	0.5%	
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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	\$12,895	\$6,041,994

³Difference 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	166,400	155,920
Commercial / Industrial	12,320	12,746

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	27,676	38,975
Commercial / Industrial	3,416	3,251
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	6,094	0
Commercial / Industrial	201	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	5,640	0
Commercial / Industrial	180	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 -2	COVID -19 Mass emails - 4 Website update - 3 Social Media Post - 61 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 - 1,317 Electric Final Notices -29,942 Combination Billing (TEC&PGS) Phone Calls - 46 Combination Billing (TEC&PGS) Final Notices - 1,150	Electric Emails - 86,677 Electric Phone Calls -93,502 Electric Final Notices - 323,585 Combination Billing (TEC&PGS) Emails - 6,895 Combination Billing (TEC&PGS) Phone Calls - 2,908 Combination Billing (TEC&PGS) Final Notices - 11,172	

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

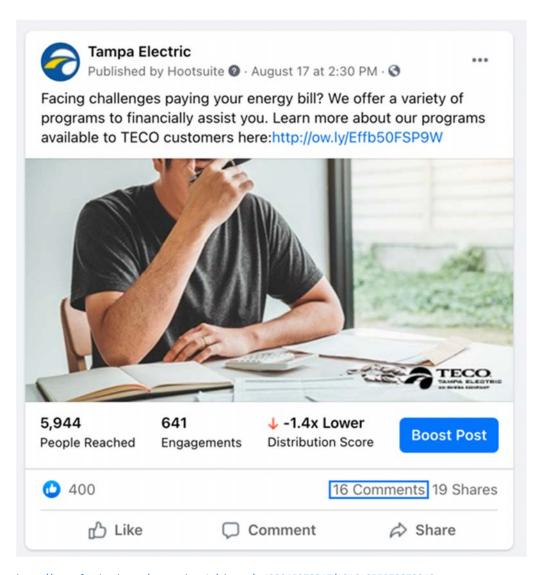
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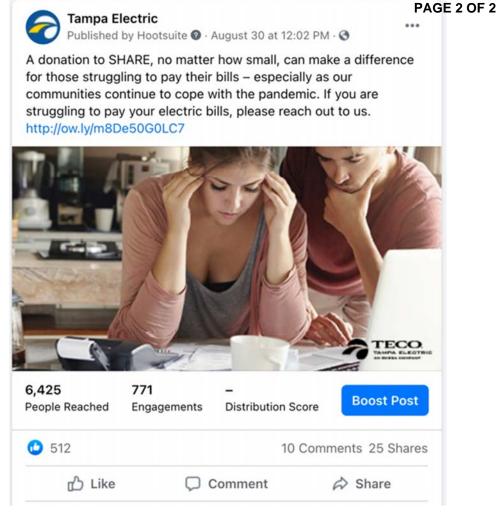
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Aug. 2021 COVID-related social media posts (Tampa Electric)



 $\underline{https://www.facebook.com/tampaelectric/photos/a.433845279347/10161057570879348}$

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