

October 29, 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 Peoples Gas System's Customer Impact Data related to COVID-19 for the month of September 2021.

If you have any questions, please contact me at (813) 228-1444.

Sincerely,

1**S**I Paula K. Brown

pkbrown@tecoenergy.com

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

Enclosure(s)

cc: Andrew Brown

Kandi M. Floyd Derrick MacDonald

PEOPLES GAS SYSTEM UNDOCKETED- CUSTOMER IMPACT

DATA - COVID-19

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Customer Impact Data Related to COVID-19

Utility: Peoples Gas Reporting Month: September 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 | 2,906 | 3,338 |
| Commercial / Industrial | 100 | 214 |
| Number of Accounts 90+ days past due | Reporting Month | Prior Year Month |
| Residential | 5,276 | 10,762 |
| Commercial / Industrial | 208 | 920 |

| Amount in Arrears | | |
|-----------------------------|-----------------|------------------|
| Amount 60 -89 days past due | Reporting Month | Prior Year Month |
| Residential | \$293,453 | \$350,594 |
| Commercial / Industrial | \$118,861 | \$179,988 |
| Amount 90+ days past due | Reporting Month | Prior Year Month |
| Residential | \$528,783 | \$1,153,352 |
| Commercial / Industrial | \$360,608 | \$741,506 |

| Payment Arrangements | | |
|--|-----------------|---|
| Number of New Payment Arrangements | Reporting Month | March 2020 through Current (cumulative) |
| Residential | 2,403 | 38,107 |
| Commercial / Industrial | 237 | 4,314 |
| Average Duration of New Payment Arrangement | Reporting Month | |
| Residential | 24 | |
| Commercial / Industrial | 20 | |
| 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 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 | (\$20.764) | \$565,748 |

Increments used Lecti

Tibliference 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 | 57,653 | 57,719 |
| Commercial / Industrial | 5,136 | 6,469 |

| Discontinuance of Service | | |
|--|-----------------|------------------|
| Number of Customers who received a Notice of Discontinuance of Service | Reporting Month | Prior Year Month |
| Residential | 2,422 | 2,138 |
| Commercial / Industrial | 1,636 | 1,492 |
| Number of Customers Disconnected from Service | Reporting Month | Prior Year Month |
| Residential | 707 | 467 |
| Commercial / Industrial | 111 | 164 |
| Number of Customers Reconnected to Service | Reporting Month | Prior Year Month |
| Residential | 551 | 183 |
| Commercial / Industrial | 76 | 73 |

| Customer Co | mmunications | |
|---|---|--|
| Communications | Reporting Month | March 2020 through Current (cumulative) |
| Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.) | Social Media Post -1 | COVID -19 Mass emails - 3 Social Media Post - 56 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 - 711 Gas Final Notices - 2,794 Combination Billing (PGS&TEC) - Phone Calls - 46 Combination Billing(PGS&TEC) Final Notices - 1,264 | Gas Emails - 15,755 Gas Phone Calls - 19,432 Gas Final Notices - 39,897 Combination Billing (PGS&TEC Emails - 6,895 Combination Billing (PGS&TEC Phone Calls - 2,954 Combination Billing (PGS&TEC Final Notices - 12,436 |

| C | stomer 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

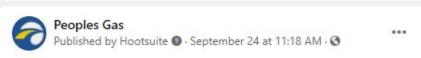
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Sep. 2021 COVID-related social media posts (Peoples Gas)



The pandemic continues to impact our communities, and we're here to help. Learn more about our COVID-19 assistance: http://ow.ly/aymX50Gg0UN



 $\underline{https://www.facebook.com/peoplesgas/photos/a.10150861440796103/10159794190146103/?type=3}$