



Matthew R. Bernier
ASSOCIATE GENERAL COUNSEL

September 30, 2020

VIA ELECTRONIC FILING

Adam J. Teitzman, Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: *Duke Energy Florida, LLC: Undocketed —Financial impacts on utility customers as a result of the COVID-19 pandemic.*

Dear Mr. Teitzman:

Please find enclosed for electronic filing on behalf of Duke Energy Florida, LLC (“DEF”), DEF’s Financial impacts on utility customers, for the month of August, as a result of the COVID-19 pandemic. The filing includes the following:

- Customer Impact Data related to COVID-19 for the month of August
- Attachment A (Current examples of customer communication/media notices re. past-due accounts, payment waivers, disconnection and reconnection policies – please note: this excludes communications made via non-traditional channels such as local government presentations, word-of-mouth, marquee banners, etc.)
- Attachment B Slipsheet (the COVID-related policies are confidential and provided under separate cover)

Thank you for your assistance in this matter. Please feel free to call me at (850) 521-1428 should you have any questions concerning this filing.

Respectfully,

/s/ Matthew R. Bernier

Matthew R. Bernier

MRB/cmw
Enclosures

Customer Impact Data Related to COVID-19

Utility: **DUKE ENERGY FLORIDA, LLC**

Reporting Month: **AUGUST**

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	26,209	14,090
Commercial / Industrial	1,807	794
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	42,585	7,587
Commercial / Industrial	3,400	566

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$10,996,243	\$1,346,470
Commercial / Industrial	\$2,299,856	\$283,809
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$12,610,317	\$477,326
Commercial / Industrial	\$2,478,972	\$259,543

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	16,876	37,216
Commercial / Industrial	479	1,159
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	5.68 months	---
Commercial / Industrial	5.72 months	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	1.70%	---
Commercial / Industrial ²	0.41%	---

¹ 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	\$2,456,371	\$5,177,288

³ Difference 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	N/A	N/A
Commercial / Industrial	N/A	N/A

Customer Communications		
Communications (Please Note: this excludes communications made via non-traditional channels such as local government presentations, word-of-mouth, marquee banners, etc.)	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	2,548,918	21,341,974
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	152,029	675,042

Customer Communications
<i>Please provide the following two responses with the September 2020 filing only</i>
Please provide samples of current communication/media notices provided to customers concerning the utility's past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection policies.
Please provide the utility's current Covid-related policies related to past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection.
<i>Please provide the following two responses starting in October 2020, and all subsequent filings</i>
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.
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.

Attachment A



This is a friendly reminder that the payment for service at 777 FLDO** hasn't been received.

Duke Energy offers convenient payment options [online](#). We also have programs and other [resources](#) that may be helpful for those in need of financial assistance.

We realize that many may be facing economic challenges associated with the pandemic. Short-term and extended payment arrangements are available [online](#). Or for more complex needs, you may contact our customer care center at [800.700.8744](tel:800.700.8744) between the hours of 7 a.m. to 7 p.m.

This is a post-only message. Please do not reply to this email as we are unable to respond to messages sent to this address.



Extended payment plans and other financial relief for our customers during the pandemic.

We recognize that you may be facing unusual and unexpected hardships as a result of the pandemic. That's why we want to let you know about the opportunity to set up a payment arrangement, which can help you stay ahead once the current conditions are lifted.

As part of our response to COVID-19, we've relaxed our guidelines for payment arrangements, making it easier and more convenient for you to set up a plan. Act now so you don't have to worry later.

[REQUEST NOW](#)

While disconnections for nonpayment remain temporarily suspended, staying as current as possible with your payments will help you avoid a large balance that may be more difficult to manage later. And remember, if you need help paying, a number of [assistance programs](#) are available. We're in this together.

Thank you. Stay safe and well,

Duke Energy

BUILDING A SMARTER ENERGY FUTURE®



[Unsubscribe](#) | [Privacy Policy](#) | [View in Browser](#) | [duke-energy.com](#)

Duke Energy | 550 South Tryon Street | Charlotte, NC 28202

© Duke Energy Corporation. All Rights Reserved.

Payment arrangements available to help customers in need

Avoid service interruptions as billing and credit policies resume

At Duke Energy, we understand that many customers are facing economic challenges due to the COVID-19 pandemic, and we remain committed to helping all our customers experiencing financial hardship.

In March, Duke Energy immediately launched a sweeping series of steps to help customers, including suspending disconnections for nonpayment, as well as late payment fees and fees for credit card and other payment types. Those policies continued until mid-August when we began transitioning back to standard billing and payment operations.

Duke Energy Florida will continue assisting customers as the company returns to standard billing and credit practices. Flexible payment arrangements for up to six months are currently available for customers at duke-energy.com/ExtraTime. Financial assistance may be available for qualifying customers. Visit duke-energy.com/together or call 2-1-1 to identify agencies with available funds in your area.

In addition to the funds provided through the CARES Act, the company has donated \$1 million to assist COVID-19 relief efforts in Florida. For more information on how Duke Energy Florida has helped local communities through rapid-relief funding during the pandemic, go to the “Supporting Our Communities” section of dukeenergyupdates.com.



BUILDING A SMARTER ENERGY FUTURE®

Expanded assistance options

- Online tools so customers can directly choose an extended payment arrangement that meets their individual needs
- The waiver of credit/debit card and walk-in payment fees for residential customers until November
- The Energy Neighbor Fund webpage where customers can learn how community agencies can help pay energy bills

For information on what Duke Energy is doing to assist customers and respond to the COVID-19 pandemic, visit [dukeenergyupdates.com](https://www.dukeenergyupdates.com) or call 800.700.8744.



Powering Through Together

Duke Energy and the Tampa Bay Rays are teaming up to support the community



Powering through this time will take all of us, together. That's why Duke Energy and the Tampa Bay Rays are teaming up to help those in need across our community. For each Rays home run this season, Duke Energy will give \$1,000 (for a season total minimum of \$50,000) to [211 Tampa Bay Cares](#), a vital service connecting people in need with assistance and support.

This is just one of the many ways Duke Energy is here to support our customers. If you need an extended payment plan, assistance finding additional resources or any other help, reach out to us now.

[FIND HELP](#)

BUILDING A SMARTER ENERGY FUTURE™

[f](#)
[t](#)
[in](#)
[v](#)
[r](#)
[i](#)
[@ Sign up for Email](#)



OUR COMPANY

- About Us
- Investors
- Careers
- News Center
- Social Media
- Environment
- Sustainability

PARTNER WITH US

- Trade Allies
- Suppliers
- Asset Recovery
- Builders Developers and Contractors
- Property Managers
- Economic Development
- Real Estate Properties

SAFETY AND PREPAREDNESS

- Storm Safety
- High Water and Dam Safety
- Natural Gas Safety
- Overhead Power Lines
- Electric Safety
- Nuclear Safety
- Identifying Our Employees
- Kids Safety
- Workers and First Responders
- Call Before You Dig
- Report Environmental Concern

COMMUNITY

- Duke Energy Foundation
- Employee Engagement
- Energy Assistance Programs
- Lakes
- Vegetation Management
- Alumni Network

ENERGY EDUCATION

CUSTOMER SERVICE

- HOME SERVICES
- BUSINESS ENERGY
- DUKE ENERGY RESOURCES



Our response to COVID-19

As a provider of an essential service, we remain committed to delivering reliable power as well as protecting the health and safety of our customers and employees. We're here to help those still dealing with financial hardship and to support our communities through the gradual process of economic recovery. We encourage you to stay safe and continue to follow all precautions advised by state and federal health officials.

[EN ESPAÑOL](#)

Customer Assistance



Many in our communities are still facing economic hardships. Learn more about available financial assistance programs and how to avoid potential scams.

[CUSTOMER ASSISTANCE](#)
[LOW-INCOME ASSISTANCE \(LIHEAP\)](#)
[BEWARE OF SCAMS](#)

Billing & Payments



You can pay your bill online, by phone or through our app. We also have a variety of payment options to make it easier for you to budget right now.

[PAYMENT OPTIONS](#)
[CUSTOMER SERVICE](#)
[PAYMENT ARRANGEMENTS](#)

Manage Energy Use



Increased time at home means increased energy use. Help lower your energy bill and avoid high bill surprises with a few tips.

[LEARN AND SAVE](#)

FAQs



Get answers to your questions about how Duke Energy is responding to COVID-19.

[VIEW FAQs](#)

Helpful Resources for Business Customers



Find energy tips and programs specifically geared toward helping businesses save money and energy.

[BUSINESS RESOURCES](#)
[PAYMENT ARRANGEMENTS](#)

Supporting Our Communities



The Duke Energy Foundation is providing meals for children affected by school closings, supporting critical health care workers and more in response to COVID-19.

[DUKE ENERGY'S IMPACT](#)

Ensuring Reliability & Protecting Customers



We're working hard to keep the power on and our employees and the community safe.

[LEARN MORE](#)

News Releases & Executive Orders



[NEWS RELEASES](#)
[EXECUTIVE AND REGULATORY ORDERS](#)

Follow us on social media



Download our customer app





Duke Energy Florida Community Partner Agencies

Duke Energy has teamed up with a number of Florida agencies to help customers who are struggling to pay their energy bills.

If you or someone you know needs assistance, please call the agency listed below located in your county.

Note that agencies may require you to provide the following documentation.

- Current Photo ID
- Social Security Number for everyone in the household
- Current Duke Energy bill

Learn more about Duke Energy's [Customer Assistance Programs](#).

County	Agency	Phone Number
Alachua	Central Florida Community Action Agency (LIHEAP & ENF)	352.373.7667
Citrus	Citrus United Basket	352.344.2242
Citrus	Daystar Life Center	352.795.8668
Dixie	Dixie County SREO	352.498.5018
Franklin	Franklin's Promise Coalition Inc.	850.653.3930
Gilchrist	Salvation Army	352.463.2710 Note: This number is for the Celvary City Bank, which assists the Salvation Army in distributing funds.
Gulf	Gulf County Senior Citizens Association Inc.	850.229.8466
Hamilton	Hamilton County SREO	386.792.2941
Hernando	Salvation Army	352.796.1186
Highlands	Salvation Army	863.385.7548
Jefferson	Capital Area Community Action Agency Inc.	850.997.8231

Wolf, Christy

From: Duke Energy <[REDACTED]>
Sent: Tuesday, July 14, 2020 1:35 PM
To: [REDACTED]
Subject: [EXTERNAL] Test - COVID-19: Our next phase

This EXTERNAL email is originating from a third-party provider that conducts business on behalf of Duke Energy. Please continue to be vigilant when handling email.

You're receiving this email as a test email. Some contents may not display or behave properly.



Here to help through the changes ahead

As our communities continue to adjust, taking deliberate steps toward a cautious business-as-usual, we're doing the same. Here's what you can expect as we move into this next phase together.

Giving additional time

We realize that the financial impact of the pandemic is far from over. That's why we're taking a gradual approach, giving those customers who need extra time an opportunity to reach out for assistance. Our resumption of standard billing and credit practices will not occur until mid-August. **Disconnections for nonpayment and late payments fees will remain suspended until Sept. 1.** Credit card fees and walk-in payment fees will be waived through the end of October.

Offering extended payment arrangements

We're also here to help anyone who may still need time after our regular policies are reinstated. Many customers have already taken advantage of more flexible installment plans that allow them to catch up on their energy bill over time. **Customers still facing economic hardship can request an extended payment arrangement quickly and easily [online](#).**

If you have a more complex issue and need to speak with us, we are available to help you Monday through Friday from 7 a.m. to 7 p.m. at 800.700.8744

Creating awareness of scams

Unfortunately, we have seen a rise in fraudulent activity as scammers look to take advantage of the changes and uncertainty all around us.

Please know that **Duke Energy will never ask for personal information over the phone nor demand payment using money orders or prepaid debit cards.** If you are unsure that a call or in-person visit is legitimate, please hang up or decline service and [contact](#) our customer care center.

Providing guidance to financial assistance

The process of economic recovery and returning to business as usual will take time. We want to continue to support you with [resources available](#) to help with outstanding energy bills and other essential needs, should you need them. **You can get more detail by visiting the [Customer Assistance](#) page at dukeenergyupdates.com.**

The last several months have been hard on everyone and we are grateful for the patience and support of our customers and communities. Above all, we remain ready to listen and work with you as we move forward – together.

Barbara Higgins,
Chief Customer Officer





[Unsubscribe](#) | [Privacy Policy](#) | [View in Browser](#) | [duke-energy.com](#)

[Duke Energy](#) | [550 South Tryon Street](#) | [Charlotte, NC 28202](#)

© Duke Energy Copyright. All Rights Reserved.



Attachment B

(DEF's COVID-19 related Policies are confidential and has been provided under separate cover.)