



September 30, 2020

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. 20200000-OT

Dear Mr. Teitzman:

Enclosed is Peoples Gas System's Customer Impact Data related to COVID-19 for the month of August 2020.

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

Sincerely,

Paula K. Brown

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

Enclosure(s)

cc: Andrew Brown
Kandi M. Floyd
Derrick MacDonald

Customer Impact Data Related to COVID-19

Utility: Peoples Gas

Reporting Month: August 2020

Report due monthly by the last day of the month

Data as of last day of month

Delinquent Accounts		
Number of Accounts 60 -89 days past due	Reporting Month	Prior Year Month
Residential	3,299	1,927
Commercial / Industrial	258	117
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	10,852	3,750
Commercial / Industrial	1,050	232

Accounts in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$358,395	\$112,928
Commercial / Industrial	\$247,215	\$73,317
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$1,168,786	\$388,620
Commercial / Industrial	\$927,868	\$225,123

Payment Arrangements		
Number of Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	1,443	7,869
Commercial / Industrial	169	941
Average Duration of Payment Arrangement (Days)	Reporting Month	All Current Arrangements
Residential	56	----
Commercial / Industrial	88	----
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential	0.5%	-----
Commercial / Industrial	0.8%	-----

Bad Debt		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt*	\$96,843	\$550,933

*difference in current to the three-year average

Late Fees		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	56,134	60,402
Commercial / Industrial	6,630	5,590

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 - 4	COVID -19 Mass emails - 2 Social Media Post - 28 Bill Onsert - 2 News Release - 2
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	Gas Email - 1,572 Gas Phone Calls - 489 Gas Final Notices - 2,317 Combination Billing (PGS&TEC) Emails- 2,022 Combination Billing (PGS&TEC) - Phone Calls - 344 Combination Billing(PGS&TEC) Final Notices - 1,488	Gas Emails - 15,755 Gas Phone Calls - 6,092 Gas Final Notices - 2,317 Combination Billing (PGS&TEC) Emails - 2,022 Combination Billing (PGS&TEC) Phone Calls - 439 Combination Billing (PGS&TEC) Final Notices - 1,488

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. Attachment 1
Please provide the utility's current Covid-related policies related to past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection. Attachment 2
<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.

Subject Line: Tampa Electric and Peoples Gas Past due bill reminder – help is available now

Dear Valued Customer,

Our records show a past due balance on your Tampa Electric and TECO Peoples Gas account. The pandemic has caused financial struggles for some customers – we understand and want to help. Since March, we suspended disconnection of service for non-payment. That suspension will expire at the end of July. There are three options to choose from to avoid disconnection in August:

1. When possible, make a payment in full to keep your account in good standing.
2. If you are not able to pay the full amount, use this [easy online form](#) to make a partial payment and establish an interest-free payment extension with Tampa Electric and Peoples Gas.
3. Local non-profits may be able to help with utility bills, food, housing and other resources for those who qualify. Our [Tampa Electric](#) and [Peoples Gas](#) COVID-19 response pages provide more information.

If you prefer to talk with one of our customer service professionals to learn more about these options or to establish a payment extension, please call 888-223-0800 weekdays from 7:30 a.m. to 6:00 p.m.

Thank you for being a Tampa Electric and Peoples Gas customer. We appreciate the opportunity to serve your current and future energy needs.

Tampa Electric and Peoples Gas

If you already paid or contacted us or have established a payment extension, please disregard. Thank you.

Subject Line: Peoples Gas Past due bill reminder – help is available now

Dear Valued Customer,

Our records show a past due balance on your TECO Peoples Gas account. The pandemic has caused financial struggles for some customers – we understand and want to help. Since March, we suspended disconnection of service for non-payment. That suspension will expire at the end of July. There are three options to choose from to avoid disconnection in August:

1. When possible, make a payment in full to keep your account in good standing.
2. If you are not able to pay the full amount, use this [easy online form](#) to make a partial payment and establish an interest-free payment extension with Peoples Gas.
3. Federal and local resources are listed on our [COVID-19 response page](#) that can provide additional assistance.

If you prefer to talk with one of our customer service professionals to learn more about these options or to establish a payment extension, please call 866-832-6249 weekdays from 7:30 a.m. to 6:00 p.m.

Thank you for being a Peoples Gas customer. We appreciate the opportunity to serve your current and future energy needs.

Peoples Gas

If you already paid or contacted us or have established a payment extension, please disregard. Thank you.

Subject Line: Past due bill reminder – help is available now

Dear Valued Customer,

Our records show a past due balance on your Peoples Gas account. The pandemic has caused financial struggles for some customers – we understand and want to help. Since March, we suspended disconnection of service for non-payment. That suspension will expire at the end of July. There are three options to choose from to avoid disconnection in August:

- When possible, make a payment in full to keep your account in good standing.
- If you are not able to pay the full amount, use this [easy online form](#) to make a partial payment and establish an interest-free payment extension with Peoples Gas.
- Local non-profits may be able to help with utility bills, food, housing and other resources for those who qualify. Our [COVID-19 response page](#) provides more information.

If you prefer to talk with one of our customer service professionals to learn more about these options or to establish a payment extension, please call 813-223-0800 weekdays from 7:30 a.m. to 6:00 p.m.

Thank you for being a Peoples Gas customer. We appreciate the opportunity to serve your current and future energy needs.

Peoples Gas

If you already paid or contacted us or have established a payment extension, please disregard. Thank you.

30 Day Email Peoples Gas Business

Subject Line: Past due bill reminder – help is available

Dear Valued Customer,

Our records show you have a past due balance on your TECO Peoples Gas account. We understand some customers may have faced financial hardship due to the pandemic and we want to help. For the last several months, Peoples Gas had suspended the disconnection of service for non-payment. That suspension will expire at the end of July. We realize everyone's situation is different, which is why we are offering three options for customers to choose from in order to avoid disconnection in August:

- When possible, make a payment in full to keep your account in good standing.
- If you are not able to pay the full amount, use this [easyonline form](#) to make a partial payment and establish an interest-free payment extension with Peoples Gas.
- Lastly, there are federal and local resources listed on our [COVID-19 response page](#) that can provide additional assistance.

If you prefer to talk with one of our customer service professionals to learn more about these options or to establish a payment extension, please call 866-832-6249 weekdays from 7:30 a.m. to 6:00 p.m.

As always, we thank you for being a Peoples Gas customer, and appreciate the opportunity to serve your current and future energy needs.

Peoples Gas

If you already contacted us or have established a payment extension, please disregard. Thank you.

30 Day Email Peoples Gas Residential

Subject Line: Past due bill reminder – help is available

Dear Valued Customer,

Our records show you have a past due balance on your TECO Peoples Gas account. We understand some customers may have faced financial hardship due to the pandemic and we want to help. For the last several months, Peoples Gas had suspended the disconnection of service for non-payment. That suspension will expire at the end of July. We realize everyone's situation is different, which is why we are offering three options for customers to choose from in order to avoid disconnection in August:

- When possible, make a payment in full to keep your account in good standing.
- If you are not able to pay the full amount, use this [easyonline form](#) to make a partial payment and establish an interest-free payment extension with Peoples Gas.
- Lastly, there are local non-profits who may be able to help with utility bills, food, housing and other resources for those who qualify. Our [COVID-19 response page](#) provides more information.

If you prefer to talk with one of our customer service professionals to learn more about these options or to establish a payment extension, please call 888-223-0800 weekdays from 7:30 a.m. to 6:00 p.m.

As always, we thank you for being a Peoples Gas customer, and appreciate the opportunity to serve your current and future energy needs.

Peoples Gas

If you already contacted us or have established a payment extension, please disregard. Thank you.

Subject Line: Tampa Electric and Peoples Gas Payment Reminder

<TEC and PGS logos>

Dear Valued Customer,

Many of our customers are facing hardships due to the Coronavirus pandemic and we want to help. We noticed your account is past due and we want to encourage you to stay as current as possible to avoid accumulating a large balance. Please call us now to discuss your options, which may include setting up a payment extension or referring you to organizations that provide help with utility bill payments. Our representatives are available at 888-223-0800 on weekdays from 7:30 a.m. to 6:00 p.m.

Additional resources are listed on our [Tampa Electric](#) and [Peoples Gas](#) COVID-19 response pages, including the 2-1-1 Crisis Center Network that has trained and supportive professionals who can refer you to agencies for help with utility bill payment, food, housing and other assistance.

Thank you for being a valued Tampa Electric and Peoples Gas customer and we look forward to hearing from you.

Tampa Electric and Peoples Gas

If you already contacted us or have established a payment extension, please disregard. Thank you.

Outbound Dialer Soft Message 1 (Residential)

Peoples Gas

Hello, this is an important from Peoples Gas. The coronavirus pandemic is causing hardship for many and we want to help. Our records show you have a past due amount. We encourage you to act now so your balance does not increase further and become unmanageable down the line. Please contact us about your options, which may include extended payment plans or a referral to an agency that can provide assistance with utility bills. You can reach us at 813-223-0800 weekdays from 7:30 a.m. to 6:00 p.m. For additional resources, please visit tampaelectric.com/updates. We thank you for being a Peoples Gas customer and we look forward to hearing from you.

Combo

Hello, this is an important message from Tampa Electric and Peoples Gas. The coronavirus pandemic is causing hardship for many and we want to help. Our records show you have a past due amount. We encourage you to act now so the balance does not increase further and become unmanageable down the line. Please contact us about your options, which may include extended payment plans or a referral to an agency that can provide assistance with utility bills. You can reach us at 813-223-0800 weekdays from 7:30 a.m. to 6:00 p.m. For additional resources, please visit tampaelectric.com/updates or peoplesgas.com/updates. We thank you for being a Tampa Electric and Peoples Gas customer and we look forward to hearing from you.

Subject Line: Peoples Gas Important Payment Reminder

<<PGS logo>>

Dear Valued Customer,

Many of our customers are facing hardships due to the Coronavirus pandemic and we want to help. We noticed your account is past due and we want to encourage you to stay as current as possible to avoid accumulating a large balance. Please call us now to discuss your options, which may include setting up an extended payment arrangement. Our representatives are available at 866-832-6249 on weekdays from 7:30 a.m. to 6:00 p.m.

Additional federal and local resources are listed on our [COVID-19 response](#) page. As always, we thank you for being a Peoples Gas customer, and appreciate the opportunity to serve your current and future energy needs.

Peoples Gas

If you already contacted us or have an existing payment arrangement, please disregard. Thank you.

Subject Line: Peoples Gas Important Payment Reminder

<<PGS logo>>

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Additional resources are listed on our [COVID-19 response](#) page, including the 2-1-1 Crisis Center Network that has trained and supportive professionals who can refer you to agencies for help with utility bill payment, food, housing and other assistance.

As always, we thank you for being a Peoples Gas customer, and appreciate the opportunity to serve your current and future energy needs.

Peoples Gas

If you already contacted us or have an existing payment arrangement, please disregard. Thank you.

Subject Line: Peoples Gas Important Payment Reminder

<PGS logo>>

Dear Valued Customer,

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Additional resources are listed on our [COVID-19 response](#) page, including the 2-1-1 Crisis Center Network that has trained and supportive professionals who can refer you to agencies for help with utility bill payment, food, housing and other assistance.

As always, we thank you for being a Peoples Gas customer, and appreciate the opportunity to serve your current and future energy needs.

Peoples Gas

If you already contacted us or have established a payment extension, please disregard. Thank you.

News Releases

Tampa Electric and TECO Peoples Gas Protecting Customers, Employees

Health and safety are No. 1 priority; Critical electric and natural gas service will continue

TAMPA, March 14, 2020

At Tampa Electric and TECO Peoples Gas, the health and safety of customers, employees and the communities we serve is our top priority. The utilities are prepared for the coronavirus pandemic and are taking steps to help customers – and to prevent the virus' spread as we continue to provide vital energy to the community.

Essential work will continue: For Tampa Electric, power plants, including solar facilities, will continue to generate electricity, and power outages will be restored. For Peoples Gas, natural gas service will continue, and the company will respond 24/7 to gas leak and emergency calls. For both utilities, employees stand ready to serve customers and provide customer support by phone and online.

But a few things will change until further notice:

- Effective immediately, no customer's service will be disconnected for non-payment, at least through the end of March.
- Employees are reducing direct contact with customers, to allow appropriate social distance.
 - o They will not participate in large community events.
 - o Non-essential customer contact will be rescheduled, such as energy audits in customers' homes and businesses.
- The Manatee Viewing Center closed for the season on Friday, March 13.

"Reducing service to our customers is never easy, but our greater priority is the health and safety of our customers and employees," said Nancy Tower, president and chief executive officer of Tampa Electric. "Tampa Electric will continue to provide our 780,000 customers with safe, reliable and affordable electricity."

"As we continue to monitor the situation, it is important for our customers to know that we're here for them," said T.J. Szelistowski, president of Peoples Gas. "We will continue to deliver safe, reliable and environmentally friendly natural gas to the more than 200 communities we serve across the state."

The reduction in face-to-face visits is part of the companies' comprehensive pandemic plan. The companies will continue to monitor the pandemic and will respond quickly as the situation changes.

Tampa Electric, one of Florida's largest investor-owned electric utilities, serves about 780,000 customers in West Central Florida. Peoples Gas System, Florida's largest natural gas distribution utility, serves more than 400,000 customers across Florida. Tampa Electric and Peoples Gas are subsidiaries of Emera Inc., a geographically diverse energy and services company headquartered in Halifax, Nova Scotia, Canada.

TECO Companies Donate \$1 Million to Charities to Help During Pandemic

Share program will be able to help thousands of customers

TAMPA, March 26, 2020

To help the community during this unprecedented time of uncertainty, Tampa Electric and TECO Peoples Gas are donating \$1 million to local charities that will benefit people financially affected by the pandemic.

- The utilities are donating \$500,000 to the Share program, which supports customers who cannot pay their utility bills. The program, administered by the Salvation Army, was also simplified to provide assistance to more people during the pandemic.
- The utilities are donating \$500,000 to other charitable partner organizations working on the front lines of the pandemic, providing critical support to our community through meals, housing and other assistance.

"We understand many customers may be experiencing financial hardship during this difficult time," said Nancy Tower, president and chief executive officer. "These community partners can help ease that burden for thousands of people."

In response to this pandemic, Tampa Electric and Peoples Gas have suspended disconnections for residential and commercial customers. They encourage customers to stay as current as possible on their utility bills to avoid accumulating a large balance. The utilities are also working with customers to help connect them with utility bill - payment resources and other assistance, as appropriate.

"Our goal is to provide assistance and peace of mind so customers can stay focused on what's most important – keeping themselves and their family safe and healthy," said T.J. Szelistowski, president of Peoples Gas. "It is important for our customers to know that we're here for them."

The utilities' charitable contributions are part of their ongoing efforts to help customers during the pandemic. All TECO employees who are able to work from home are doing so. Employees are reducing direct contact with customers and suspending non-essential services, such as Home Energy Audits. For both utilities, employees stand ready to serve customers by phone and online.

Essential work will continue, and you may continue to see TECO employees working in the community, with a focus on safety and social distancing. They are working hard to keep your electricity and natural gas flowing safely as hurricane season approaches.

TECO's charitable contributions are paid by shareholders and do not affect customer bills.

Tampa Electric, one of Florida's largest investor-owned electric utilities, serves about 780,000 customers in West Central Florida. Peoples Gas System, Florida's largest natural gas distribution utility, serves more than 400,000 customers across Florida. Tampa Electric and Peoples Gas are subsidiaries of Emera Inc., a geographically diverse energy and services company headquartered in Halifax, Nova Scotia, Canada.

Customers have options for flexible, interest-free payment extensions and utility-bill assistance

TAMPA, June 25, 2020

To continue to help customers during the coronavirus pandemic, Tampa Electric and TECO Peoples Gas have extended their suspension of disconnections for non-payment through the end of July. The company originally announced they were suspending disconnections for non-payment in March.

"We are committed to continue doing the right thing for our customers, which is why we've been working to help residential and commercial customers who are experiencing unexpected financial hardship," said Nancy Tower, president and chief executive officer of Tampa Electric. "We hope the temporary extensions that we offered over the past several months have helped relieve some of the pressure."

Throughout the suspension, the companies have encouraged customers to pay what they can to avoid accumulating a large balance. They have also proactively communicated to impacted customers, making them aware of the many options available for utility-bill assistance and payment extensions. As the utilities transition to their standard collection practices, customers who are not able to pay their bill in full or have not made extensions yet are encouraged to contact Tampa Electric and Peoples

Gas. Flexible, interest-free payment extensions are available, as well as financial assistance for those who qualify.

“We are encouraged that many people have been able to return to work as Florida’s businesses continue to reopen,” said T.J. Szelistowski, president of Peoples Gas. “We understand that for others, more time is needed. We urge those customers to reach out so we can help – just call us.”

In March, due to the coronavirus pandemic, Tampa Electric and Peoples Gas voluntarily and temporarily suspended disconnecting service to all customers for non-payment. The companies’ decision to extend the suspension through the end of next month provides customers several more weeks to apply for assistance or to make special and flexible, interest-free payment extensions before disconnections resume in August.

In addition to giving customers more flexibility, the companies are offering help in other ways:

- Tampa Electric and Peoples Gas donated \$1 million to community partners who help those in need. That included \$500,000 to Share, a program administered by the Salvation Army to help customers pay electric and natural gas bills. Through June 18, Share has helped more than 4,000 customers pay their utility bills. And in total, more than 17,000 customers have received utility-bill assistance through hundreds of partner agencies across the state.
- Tampa Electric also significantly decreased bills, with residential customers seeing a 20 percent reduction on summer bills, coupled with a reduced fuel rate for the second half of the year. In total, a typical residential customer will save about \$90 through December. Business customers could see a reduction of 14 percent to 20 percent, depending on their usage. You can learn more at tampaelectric.com/rates.

TECO representatives are ready to assist customers at 888-223-0800 weekdays from 7:30 a.m. to 6:00 p.m. The companies continue to update our COVID-19 response pages at tampaelectric.com/updates and peoplesgas.com/updates with helpful information, including links to community partners like the 2-1-1 Crisis Center Network that has trained and supportive professionals who can refer customers to agencies for help with utility bill payment, food, housing and other assistance.

The utilities offer several tools to help customers use energy wisely – an area of expertise for Tampa Electric and Peoples Gas.

- **Tampa Electric customers:**
 - **Online Energy Audit** – A free and easy way to identify ways you can save energy and money. Complete our Online Energy Audit at tampaelectric.com/energyaudit.

- o **Phone-Assisted Audit** – If you prefer to speak with a Tampa Electric energy expert, our phone-assisted audit provides the same valuable information as our online audit. Just call 813-275-3909 weekdays from 8 a.m. to 5 p.m.

- o **Neighborhood Weatherization** – This free program helps qualified low-income customers manage their electricity costs by making their home more energy efficient. Learn more at tampaelectric.com/save or call 813-275-3909 weekdays from 8 a.m. to 5 p.m.

- o **Energy Calculators** – We offer several energy calculators that show how much it costs to run certain appliances and other electronic devices. Learn more at tampaelectric.com/save.

- **Peoples Gas customers:**

- o **Online Energy Audit** – You can take advantage of our newly released free Online Energy Audit that helps identify ways you can save energy and money. Get started today at peoplesgas.com/onlineaudit

- o **Energy Calculators** – Our list of energy calculators will help show you how much it costs to run select appliances. Learn more at peoplesgas.com/saveenergy.

Tampa Electric, one of Florida’s largest investor-owned electric utilities, serves about 780,000 customers in West Central Florida. Peoples Gas System, Florida’s largest natural gas distribution utility, serves more than 400,000 customers across the state. Tampa Electric and Peoples Gas are subsidiaries of Emera Inc., a geographically diverse energy and services company headquartered in Halifax, Nova Scotia, Canada.

Billing Comms

Onsert and Paperless Notification – **April** (We’re with you during trying times – help available)

WE'RE WITH YOU DURING TRYING TIMES.

At Tampa Electric and TECO Peoples Gas, the health and safety of our customers, employees and the community are our top priorities. Rest assured that we are implementing increased safety protocols and putting our emergency plans into action, as well as doing what we can to help ease financial hardships many of our customers are facing. We will continue our essential work to provide safe and reliable electricity and natural gas, while taking appropriate safety precautions for our employees and customers.

We are here to help.

To help the community during this time of uncertainty, Tampa Electric and Peoples Gas donated \$1 million to local charities that will benefit people who are financially affected by the pandemic for utility bill assistance and to support charitable partner organizations working on the front lines of the pandemic providing meals, housing and other assistance.

We have suspended disconnections for non-payment and are providing payment extensions for residential and commercial customers. We still encourage customers to stay as current as they can on their utility bills to avoid accumulating a large balance.

Due to lower natural gas prices, Tampa Electric has requested a significant reduction to customer bills from the Florida Public Service Commission. Because of the unusual circumstances of the coronavirus pandemic, we are seeking to accelerate the savings for customers, beginning in June.

- **Residential customers** could save nearly \$90 or more on their power costs for the rest of the year. This equates to a bill reduction of about 11 percent, depending on usage.
- **Commercial customers** could see a reduction of 14 to 20 percent, depending on usage.

Tampa Electric residential customers' bills would remain among the lowest in Florida and more than 20 percent below the national average. Commercial bills are already the lowest in Florida.

Doing business with us made easy.

Like you, we are practicing social distancing. As part of our plan to reduce risks to our customers, we have stopped non-essential services that require face-to-face interactions.

We will continue working 24 hours a day to provide safe, reliable and affordable natural gas and power to all our customers. You will still see us in the community inspecting and maintaining equipment, trimming trees as we prepare for storm season and performing other essential work.

Our convenient online portal at tecoaccount.com is available 24/7 to view and pay bills, start and stop service, monitor your energy usage, report and track outages, manage your account and more. To help budget monthly energy costs, consider signing up for our free Budget Billing program that eases the highs and lows of your monthly bills, coupled with Paperless Billing which eliminates any issues with mail delivery and is good for the environment. Visit tampaelectric.com/billpay or peoplesgas.com/billpay to learn more.

We want to keep you informed about important changes and efforts we are making to help our customers during these challenging times. Please visit our COVID-19 Response pages at tampaelectric.com/updates or peoplesgas.com/updates. We have information on how to avoid scams, conservation tips, links to resources and so much more. It is an honor to serve you and our entire community - we are in this together.

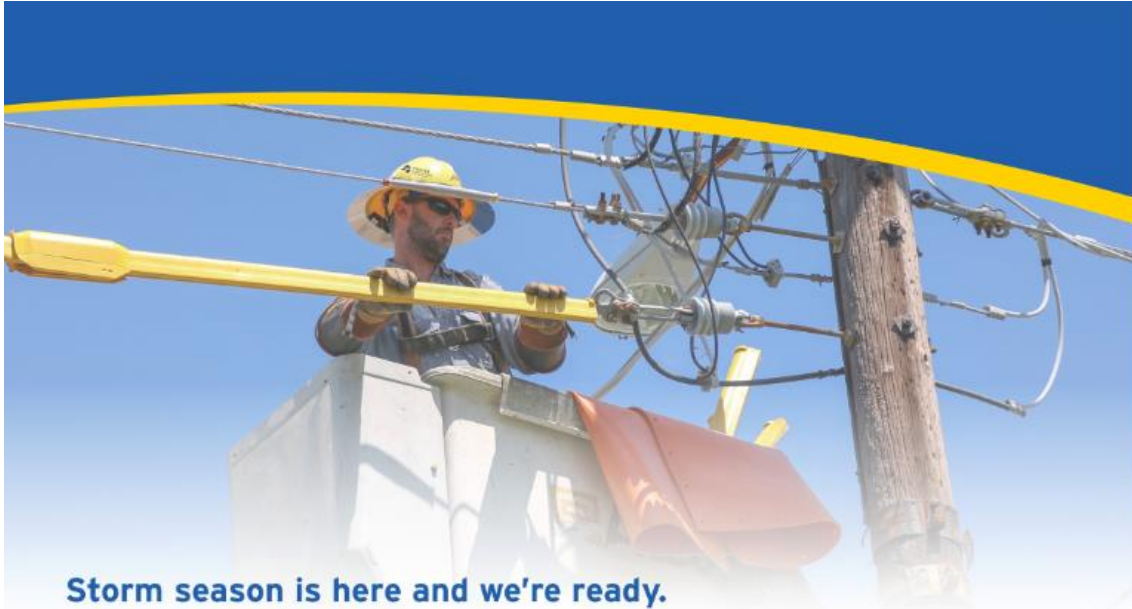


Combo (June 2020)

COVID-19 Update

We understand that some customers continue to face hardships due to the pandemic. We encourage customers to pay what they can now to avoid a large balance later. We ask that those impacted by financial hardship reach out to us about extended payment options. Our representatives are ready to speak with customers at 813-223-0800 weekdays from 7:30 a.m. to 6:00 p.m. Impacted customers should also look for resources on our COVID-19 response pages at tampaelectric.com/updates and peoplesgas.com/updates. Here, you will find a list of community partners, including the 2-1-1 Crisis Center Network that has trained and supportive professionals who can refer customers to agencies for help with utility bill payment, food, housing and other assistance.

-Onsert and Paperless Notification – **July** (Suspending disconnects)



Storm season is here and we're ready.

As we enter hurricane season, rest assured that at Tampa Electric and Peoples Gas, we prepare year-round even during these unprecedented times. Tampa Electric invests more than \$40 million a year to harden our system against severe weather so we can provide you with safe, reliable, affordable energy, now and in the future. Peoples Gas participates in annual drills and works with suppliers to ensure adequate supplies are available.

The health and safety of our employees and customers is our top priority, and we continue to follow CDC-recommended guidelines to help stop the spread of COVID-19, including working from home when possible and wearing appropriate safety gear when we are in the community.

We are extending the suspension of disconnects for non-payment through end of July.

We know the pandemic has created challenges for our community, which is why we have teamed up with nonprofits, government and businesses to help those in need. Tampa Electric and Peoples Gas donated \$1 million to local organizations providing relief efforts, and joined forces with community partners, like the Tampa Bay Lightning, to create new initiatives that will help our customers further. Tampa Electric also decreased bills so that residential customers received a 20 percent reduction in their summer bills and reduced fuel rates for the rest of the year, and business customers saw a reduction of 14 to 20 percent, depending on usage.

In addition, we have extended our temporary suspension of disconnects for non-payment through the end of July. This allows extra time for customers who are financially impacted to contact us about their options, including flexible, interest-free payment extensions. We also encourage customers to visit our COVID-19 response page at tampaelectric.com/updates and peoplesgas.com/updates to learn about assistance from community partners like the 2-1-1 Crisis Center Network that has trained and supportive professionals who can refer customers to agencies for help with utility bill payment, food, housing and other assistance.

We're here to help. Our representatives are available at 888-223-0800 weekdays from 7:30 a.m. to 6:00 p.m. to talk through the options available. Thank you for allowing us to provide your current and future energy needs.



TE062320

Combo (July 2020)

Struggling with bill payment?

The coronavirus pandemic is causing hardships for some people and we want to help. If you have a past due amount, we encourage you to act now so your balance does not increase and become unmanageable. Please contact us about options, which may include extended payment plans or a referral to an agency that can [provide assistance](#) with utility bills. You can reach us at (813) 223-0800 weekdays from 7:30 a.m. to 6:00 p.m. For additional resources, please visit our COVID-19 response pages at tampaelectric.com/updates and peoplesgas.com/updates.

Combo (Sept. 2020)

Scam Warning

Tampa Electric and Peoples Gas will never call and ask for credit card or debit card numbers. Be wary of anyone demanding payment over the phone and never give credit or debit card information over the phone. **As Tampa Electric and Peoples Gas resume normal billing practices, customers with a past-due bill may receive a call from us as a reminder to make payment on your bill.** If you're facing a hardship due to COVID-19, we urge you to visit tampaelectric.com/updates and peoplesgas.com/updates for help to avoid disconnection for non-payment. If you have questions, please call Tampa Electric and Peoples Gas at 888-223-0800 (residential) or 866-832-6249 (business) weekdays from 7:30 a.m. to 6:00 p.m.



TECO's \$1 million donation helps those in need – you can help too.

Knowing that many of our customers would face hardships because of the coronavirus pandemic, Tampa Electric and Peoples Gas quickly agreed in March to donate \$1 million to partner organizations working on the front lines of the pandemic and to the Share program that helps customers make utility payments.

We're pleased to report that throughout April, we helped 4,500 customers gain access to \$850,000 distributed through the Low-Income Home Energy Assistance Program (LIHEAP), the Emergency Home Energy Assistance for the Elderly Program (EHEAP) and the Share program.

As we continue to monitor the pandemic, we encourage you to visit our [COVID-19 response page](#). Recently we added local and federal resources to help our



TECO donates \$1 million to help.

To help the community during this unprecedented time of uncertainty, Tampa Electric and TECO Peoples Gas are donating \$1 million to local charities that will benefit people financially affected by the pandemic.

Visit our [COVID-19 Response](#) page to learn about additional resources and the latest updates.

“We understand many customers may be experiencing financial hardship during this difficult time,” said Nancy Tower, president and chief executive officer. “These community partners can help ease that burden for thousands of people.”

[Learn More](#)

Peoples Gas offers options for 35,000 Jacksonville area customers i...

Jacobs, Cherie L. updated September 14 at 4:48 PM

When the coronavirus pandemic started this spring, TECO Peoples Gas took action to help customers facing unexpected financial hardship. We voluntarily suspended disconnecting service to all customers for non-payment in March, and we extended that suspension for six months.

This break has given residential customers a chance to focus on the health and safety of their families, and, for commercial customers, the opportunity to focus on the strength of their businesses. Thousands of customers benefited from this measure.

However, over time, the unpaid amounts continue to grow. Those amounts can become unmanageable for customers, which is a situation we know customers want to avoid.

As we transition to our standard collection and disconnection practices in the coming days, we know some customers may still face difficulties. We continue to offer multiple resources to seek financial relief, which has benefitted tens of thousands of customers. And there is still an opportunity for customers to get financial assistance from local and federal sources. It is our goal to not disconnect anyone's service, and we need your help to achieve it.

If you are unable to pay your bill, please call us as soon as possible so we can work together to keep your natural gas service on. We offer flexible, interest-free payment extensions, and, for those who qualify, we can connect you to organizations offering financial assistance.

If you prefer to talk to one of our customer service professionals, they can help you with one or more of our assistance options. They are available by calling (888) 223-0800 weekdays from 7:30 a.m. to 6:00 p.m. You can also consult our COVID-19 response page at peoplesgas.com/updates, where you can set up a long-term payment extension with a small down payment.

We are committed to keep doing the right thing for our customers. In partnership with Tampa Electric, we have donated \$1 million to community partners who help those in need, including \$500,000 to Share, a program administered by the Salvation Army to help customers pay electric and natural gas bills. Our employees also have raised more than \$55,000 for food banks across Florida.

We are here, standing ready to help.

T.J. Szelistowski is president of TECO Peoples Gas, which has 35,000 customers in the Jacksonville area.

Nancy Tower, T.J. Szelistowski: Ready to help customers during pan...

Jacobs, Cherie L. updated September 15 at 4:15 PM

When the coronavirus pandemic started this spring, Tampa Electric and TECO Peoples Gas took action to help customers facing unexpected financial hardship. We voluntarily suspended disconnecting service to all customers for non-payment in March, and we extended that suspension for six months.

This break has given residential customers a chance to focus on the health and safety of their families, and, for commercial customers, the opportunity to focus on the strength of their businesses. Thousands of customers benefited from this measure. However, over time, the unpaid amounts continue to grow. Those amounts can become unmanageable for customers, which is a situation we know customers want to avoid.

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If you are unable to pay your bill, please call us as soon as possible so we can work together to keep your utilities on. We offer flexible, interest-free payment extensions, and, for those who qualify, we can connect you to organizations offering financial assistance. If you prefer to talk to one of our customer service professionals, they can help you with one or more of our assistance options. They are available by calling 888-223-0800 weekdays from 7:30 a.m. to 6 p.m. You can also consult our COVID-19 response pages at tampaelectric.com/updates and peoplesgas.com/updates, where you can set up a long-term payment extension with a small down payment.



We are committed to keep doing the right thing for our customers. Our two companies have donated \$1 million to community partners who help those in need, including \$500,000 to Share, a program administered by the Salvation Army to help customers pay electric and natural gas bills. Our employees also have raised more than \$55,000 for food banks across Florida.

We are here, standing ready to help.

—

Nancy Tower is president and chief executive officer of Tampa Electric. T.J. Szelistowski is president of TECO Peoples Gas.



 SAFETY
  PAY BILL
  LO

[RESIDENTIAL](#)
[BUSINESS](#)
[COMPANY](#)
[CONTACT](#)

Update on Peoples Gas' COVID-19 Response.

Need help? COVID-19 assistance is available.

Since the start of the pandemic, Peoples Gas has been committed to helping our customers weather this crisis. We suspended disconnections for non-payments for several months and continue providing customers with multiple resources to get financial relief.

We're trying every way possible to avoid disconnecting customers for non-payment. However, if you receive a final notice and do not make payment in a timely manner, your service will be disconnected. As part of our standard billing practice, once a disconnect occurs, full payment plus fees will apply to reconnect your electric service. Take action now to avoid disconnection. Scroll down to learn about more resources available to assist, your eligibility, and documentation required.

We Are Helping

Avoid Disconnection in September

If you're not able to pay your full amount due, complete our [easy to use online form](#) to establish a payment extension for your home or business. Or call our representatives at **888-223-0800** (residential) or **866-832-6249** (business) from 7:30 a.m. to 6:00 p.m. to discuss the options available.

Online Energy Audit

Our free [online audit](#) is available 24 hours a day to help you save on energy costs.

COVID-19 Assistance

Residential

If you've experienced financial hardship, you may qualify for [assistance](#) with your energy bill. See the local organizations and resources that are available.

Business

Business customers impacted by COVID-19 can get help from a [list of federal and local resources](#) that are available now.

Community Partners

From food banks to crisis support, we're proud to partner with these [non-profit organizations](#) lending a helping hand during the pandemic.

External Resources

[Centers for Disease Control and Prevention](#)
[Florida Emergency Management](#)
[Florida Health Department](#)
[World Health Organization](#)
[Florida Department of Health Toolkit](#)

Services for You

Payments Options

For your convenience, we offer several ways to make payment, including Credit or Debit Card and Pay in Person at an authorized payment location. Learn more about all our payment options you can do from your [home](#) or [business](#).

Note: If you Pay in Person after a disconnection for non-payment, please know that some payments may not be processed on the same day. Your natural gas service cannot be restored until payment is received. You may [call us](#) with a payment receipt number to help expedite this process.

Report Gas Leaks

[\(877\) 832-6747](#)

Call Before You Dig

811
[sunshine811.com](#)

Don't Get Scammed

Scammers are at work even during pandemics like COVID-19. It concerns us when we hear someone is scamming our customers. Here is some information that will [help protect you from scammers](#).

Email to Peoples Gas customers from WeCare@tecoenergy.com

Subject line: Important COVID-19 update from TECO Peoples Gas

We are ready, and we are here for you

At Peoples Gas, the health and safety of our customers, employees and the communities we serve are our top priority. We have a strong legacy of responding to emergencies, and we are fully prepared as we work through the COVID-19 pandemic. We understand how important natural gas service is to our customers.

We are prepared, and we are following our plan. We plan and practice for events like this. We want to assure you we are determined to provide you with safe and reliable natural gas and to help our community respond to COVID-19, together.

We are helping our customers during this difficult time. Effective immediately, we have suspended disconnections for nonpayment at least through March.

We are protecting our customers and employees. We are reducing direct contact with customers by limiting non-essential work. All employees will be maintaining appropriate social distance to help mitigate the spread of the coronavirus, and our employees will not participate in large community events.

Rest assured that we are here for you and will continue to respond to natural gas leaks, emergencies and essential work to provide you natural gas. Our employees stand ready to serve customers and provide customer support by phone and online. As always, our online tools are available at peoplesgas.com to help you manage your account.

We will continue to monitor the pandemic. We will respond quickly as the situation evolves.

We are in close communication with other companies in the utility industry to ensure that our systems remain stable and secure.

The men and women of Peoples Gas will continue working to provide safe and reliable natural gas to the more than 200 communities we serve across Florida. Thank you for your patience and the opportunity to serve your energy needs.

For your convenience, we have developed a special COVID-19 web page at peoplesgas.com/updates where you can easily locate information about how we are responding to COVID-19 and how we are working to continue to serve you safely. You can also learn how to avoid scams, find contact information, [safety](#) information and more. These tools can provide a convenient and timely solution during a time of reduced face-to-face interaction.

Above all, we are here to support our customers and our communities. We appreciate your patience as we work through this difficult time. Know that we are working hard to serve you and, together, mitigate this virus in our communities.

Thank you,

T.J. Szelistowski
President
Peoples Gas

Peoples Gas email 3/26/2020

Subject: We are here with you through these trying times.

At TECO Peoples Gas, the health and safety of our customers, employees and the community are our top priorities. Rest assured that we are implementing increased safety protocols and putting our emergency plans into action, as well as doing what we can to help ease financial hardships many of our customers are facing. As part of our response, Tampa Electric and Peoples Gas will donate \$1 million to help the community. We stand together, united to help.

Help paying your energy bill

We understand that during these challenging times, some of our customers are experiencing financial hardships that will make it difficult to pay their utility bill.

A donation of \$500,000 will be directed to our **Share program**, administered by the Salvation Army. The Share funds – available to qualifying residential customers – will provide a bill credit to help pay energy costs. We hope this assistance provides peace of mind so customers with hardships can stay focused on what is most important – keeping themselves and their family safe and healthy. Learn more about Share and if you qualify at our [Peoples Gas Share](#) page or call 888-223-0800 weekdays from 7:30 a.m. to 6:00 p.m. We are here to help.

We are also working to connect our customers who meet low-income household requirements with the appropriate agencies that administer federally-funded utility bill assistance programs, such as the **Low Income Home Energy Assistance Program** (LIHEAP) and the **Emergency Home Energy Assistance for the Elderly Program** (EHEAP). Learn more about these and other resources on our [payment assistance page](#).

In addition to utility bill assistance, we have temporarily suspended disconnecting service to residential and business customers for non-payment. We encourage customers to stay as current as possible on their utility bills to avoid accumulating a large balance. We are also working with our customers on payment extensions.

Assistance beyond your utility bill

An additional \$500,000 will be donated to charities that support people affected by the pandemic, through meals, housing and other assistance. These contributions, provided by Peoples Gas and Tampa Electric community investment funding, will be donated to partner organizations working on the frontlines of the pandemic crisis to provide critical support to lessen the adverse health, community, and economic impact on the most vulnerable members of our communities. Learn more about [organizations providing assistance](#) as part of COVID-19 relief.

Doing business with us made easy

Like you, we are practicing social distancing. Most of our office employees are working from home. We have stopped non-essential services that require face-to-face interactions.

We will continue working 24 hours a day to provide safe, reliable and affordable service to all our customers. You will still see us in the community inspecting and maintaining equipment and doing other essential work. Thank you for your patience and the opportunity to serve your energy needs.

Our convenient online portal at tecoaccount.com is available 24/7 to view and pay bills, start and stop service, manage your account, report and track outages and much more. To help budget monthly energy costs, consider signing up for our free [Budget Billing program](#) that eases the highs and lows of your monthly bills, coupled with Paperless Billing which eliminates any issues with mail delivery and is good for the environment.

We know this is a lot of information to share, but we want to keep you informed about important changes and efforts we are making to help our customers during these challenging times. Please visit our [COVID-19 Response](#) page for updates and additional resources, and please know it is an honor to serve you – we are in this together.

Thank you,

T.J. Szelistowski
President
Peoples Gas



Dear Valued Customer,

As we enter the second month of hurricane season, I want to assure you that even though the pandemic continues to change the way many of us work and live, we are prepared for storms at Peoples Gas. Our employees participate in annual drills and exercises and we work with suppliers to make sure adequate supplies are available. We invest in state-of-the-art technology to monitor the safety and status of the natural gas system 24 hours a day and our mobile command center can travel to impacted areas during restoration activities.

Our preparations are even more important this year as we include new, health-first measures due to the pandemic. You can expect to see our employees continue practicing social distancing and wearing appropriate personal protective equipment, including masks and gloves. We have instituted new cleaning schedules and enhanced hygiene, monitoring, reporting and other protective measures.

We're helping our communities in other ways, too.

We are extending the suspension of disconnects for non-payment through July.

We know the pandemic has created challenges for our community, which is why we teamed up with nonprofits, government and businesses to help those in need. Peoples Gas and Tampa Electric donated \$1 million to organizations who provide relief efforts including the American Red Cross, the Florida Virtual School Foundation and United Way chapters throughout the state.

In March, we announced that we would temporarily suspend disconnections for non-payment. We have extended our temporary suspension through the end of July. This allows extra time for customers facing financial hardship to learn about the options available to avoid disconnection in August. There are three ways to keep the gas on:

- 1) Pay your bill in full.
- 2) Make a partial payment plus [establish an interest-free payment extension](#).
- 3) Apply for utility bill assistance through one of our local non-profit partners.

Get more information on our [COVID-19 response page](#). If you prefer to talk to one of our customer service professionals, they can help you with one or more of our assistance options. They are available by calling 888-223-0800 weekdays from 7:30 a.m. to 6:00 p.m.

For those who are able and would like to help their neighbors, join me and many of our employees and customers with a donation to our Share program. A partnership between TECO and the Salvation Army, Share helps customers pay their energy bills. Learn more and donate at peoplesgas.com/share/.

As we move forward, we will continue to closely monitor the pandemic situation and will make sure that our actions as a company support the health and safety of the community where we live, serve and work. We will continue to keep you updated with any major information or news.

Thank you for allowing us to provide your current and future energy needs and stay safe.

Thank you,

A handwritten signature in black ink, appearing to read "T.J. Szelistowski".

T.J. Szelistowski
President
People Gas



May 22, 2020

Dear Valued Customer:

As we enter our third month of the COVID-19 pandemic together, TECO Peoples Gas remains focused on providing you with safe, resilient, clean and affordable natural gas energy solutions. While we are pleased to see that some of the communities we serve are taking initial steps towards re-opening, we understand that many people are still facing financial hardships due to the pandemic. That's why we've been taking extra steps across our business, like suspending disconnections and working closely with customers to help alleviate financial pressure. We're all in this together and want to help in the transition to a brighter future.

Our commitment to safety and reliability

Our pandemic response will continue to be a long-term effort, and we want to assure you that even as we transition through a staged re-opening of the state, we will continue our practices to protect employees and the community by social distancing, wearing masks, following proper hygiene procedures and other health-first measures. We ask that you do not approach our crews as they work to ensure our customers across the state receive the essential service we provide. Our customer service professionals are available, safely working from home, to take your calls or emails with any questions you may have. For contact information and more, visit our [COVID-19 response](#) page.

As for the coming weeks and months, we will take a measured approach as restrictions are lifted, prioritizing health and safety above all else. We also remain committed to keeping you informed at each step, particularly as we enter hurricane season on June 1. Please take a few minutes to [update your account](#). When you update the number associated with your account, we can serve you quicker when you call. For more information on storm preparations and how we work to maintain natural gas service to your community, visit our [Storm Safety](#) page.

We can help

In an effort to pave a positive path forward, we encourage customers to pay what they can now to avoid a large balance later. We ask that those impacted by financial hardship reach out to us about extended payment options. Our representatives are ready to speak with customers at 877-832-6747 weekdays from 7:30 a.m. to 6:00 p.m. Impacted customers should also look for resources on our [COVID-19 response](#) page that lists community partners, including the 2-1-1 Crisis Center Network that has trained and supportive professionals who can refer customers to agencies for help with utility bill payment, food, housing and other assistance.

Helping you save

We recognize that many of you are looking for ways to use your resources more wisely. Luckily, that's an area of expertise for Peoples Gas. To help manage your energy costs, our new free [Online Energy Audit](#) helps identify ways you can save energy and money. Visit our [savings tips](#) to save even more.

Pulling together to help

Peoples Gas and Tampa Electric donated \$1 million to community partners across the state who help those in need. Part of the donation helps customers pay utility bills through [Share](#), a program administered by the Salvation Army.

If you have not been impacted financially and want to assist, you can help your neighbors by giving to the [Share program](#). Your monthly donation will be included in your bill.

As always, we thank you for being a Peoples Gas customer, and appreciate the opportunity to serve your current and future energy needs. We would also like to extend a sincere thank you to all of our customers, and particularly those of you on the frontline, contributing to the fight against the COVID-19 pandemic. Please be safe and stay well.

Thank you,



T.J. Szelistowski
President
Peoples Gas

Combo Residential – Proactive Communication Week of 8/1

Subject Line: Past due energy bill reminder – you may receive a final notice

Dear Valued Customer,

In March, due to the pandemic, Tampa Electric and TECO Peoples Gas voluntarily and temporarily suspended disconnecting service to all customers for non-payment. As part of this effort, we have sent multiple communications to customers facing hardships, encouraging them to take advantage of resources available to help them, including utility bill assistance. Like many businesses, we must now take steps toward resuming our standard billing practices. As part of the first phase to resume standard billing practices, within the next few weeks, you may receive a “final notice” requesting payment on an outstanding past due balance.

Additional time to explore your options

Although you may receive a communication stating final notice, we have extended suspension of disconnects for non-payment through the end of August. This gives you additional time – a grace period – to take steps now to avoid disconnection. We are making every attempt possible to avoid disconnecting any customers for non-payment. However, please know that any subsequent final notices received will result in a disconnection of service, if not acted on promptly.

Resources are available now

We continue to work closely with state, county and local agencies to help provide utility bill payments and other assistance. In addition, we are offering flexible, interest-free payment extensions. If you are struggling to make payment, please choose from the following three options to avoid disconnection for non-payment in September:

1. Make a payment in full to keep your account in good standing.
2. If you are not able to pay the full amount, use this [easyonline form](#) to make a partial payment and establish an interest-free payment extension with Tampa Electric and Peoples Gas.
3. Local non-profits may be able to help with utility bills, food, housing and other resources for those who qualify. Specifically, CARES Act funding, which is designated to assist with COVID-19 related utility financial hardships, may be able to help. Our [Tampa Electric](#) and [Peoples Gas](#) COVID-19 response pages provide additional information and a link to apply for CARES Act assistance.

More help: Look for a COVID-19 fuel credit on your bill

As a result of the unprecedented circumstances of the coronavirus pandemic and lower fuel costs, Tampa Electric significantly decreased bills, with residential customers seeing a 20 percent reduction on summer bills, coupled with a reduced fuel rate for the second half of the year. In total, a typical residential customer will save about \$90 through December.

If you prefer to speak with one of our representatives, please call 888-223-0800 weekdays from 7:30 a.m. to 6:00 p.m. We’re here to help you review options and select the one that’s right for you.

Thank you for being a Tampa Electric and Peoples Gas customer. We appreciate the opportunity to serve your current and future energy needs.

Tampa Electric and Peoples Gas

If you already paid or established a payment extension, please disregard. Thank you.

Peoples Gas Business – Proactive Communication Week of 8/1

Subject Line: Peoples Gas past due bill reminder – you may receive a final notice

Dear Valued Customer,

In March, due to the pandemic, TECO Peoples Gas voluntarily and temporarily suspended disconnecting service to all customers for non-payment. As part of this effort, we have sent multiple communications to customers facing hardships, encouraging them to take advantage of resources available to help them, including utility bill assistance. We are taking steps toward resuming our standard billing practices. As part of the first phase to resume standard billing practices, within the next few weeks, you may receive a “final notice” requesting payment on an outstanding past due balance.

Additional time to explore your options

Although you may receive a communication stating final notice, we have extended suspension of disconnects for non-payment through the end of August. This gives you additional time – a grace period – to take steps now to avoid disconnection. We are making every attempt possible to avoid disconnecting any customers for non-payment. However, please know that any subsequent final notices received will result in a disconnection of service, if not acted on promptly.

Resources are available now

We continue to work closely with state, county and local agencies to help provide utility bill payments and other assistance. In addition, we are offering flexible, interest-free payment extensions. If you are struggling to make payment, please choose from the following three options to avoid disconnection for non-payment in September:

1. Make a payment in full to keep your account in good standing.
2. If you are not able to pay the full amount, use this [easyonline form](#) to make a partial payment and establish an interest-free payment extension with Peoples Gas.
3. Federal and local resources are listed on our [COVID-19 response page](#) that can provide additional assistance.

If you prefer to speak with one of our representatives, please call 866-832-6249 weekdays from 7:30 a.m. to 6:00 p.m. We’re here to help you review options and select the one that’s right for you.

Thank you for being a Peoples Gas customer. We appreciate the opportunity to serve your current and future energy needs.

Peoples Gas

If you already paid or established a payment extension, please disregard. Thank you.

Peoples Gas Residential – Proactive Communication Week of 8/1

Subject Line: Peoples Gas past due bill reminder – you may receive a final notice

Dear Valued Customer,

In March, due to the pandemic, TECO Peoples Gas voluntarily and temporarily suspended disconnecting service to all customers for non-payment. As part of this effort, we have sent multiple communications to customers facing hardships, encouraging them to take advantage of resources available to help them, including utility bill assistance. Like many businesses, we must now take steps toward resuming our standard billing practices. As part of the first phase to resume standard billing practices, within the next few weeks, you may receive a “final notice” requesting payment on an outstanding past due balance.

Additional time to explore your options

Although you may receive a communication stating final notice, we have extended suspension of disconnects for non-payment through the end of August. This gives you additional time – a grace period – to take steps now to avoid disconnection. We are making every attempt possible to avoid disconnecting any customers for non-payment. However, please know that any subsequent final notices received will result in a disconnection of service, if not acted on promptly.

Resources are available now

We continue to work closely with state, county and local agencies to help provide utility bill payments and other assistance. In addition, we are offering flexible, interest-free payment extensions. If you are struggling to make payment, please choose from the following three options to avoid disconnection for non-payment in September:

1. Make a payment in full to keep your account in good standing.
2. If you are not able to pay the full amount, use this [easyonline form](#) to make a partial payment and establish an interest-free payment extension with Peoples Gas.
3. Local non-profits may be able to help with utility bills, food, housing and other resources for those who qualify. Specifically, CARES Act funding, which is designated to assist with COVID-19 related utility financial hardships, may be able to help. Our [COVID-19 response page](#) provides additional information and a link to apply for CARES Act assistance.

If you prefer to speak with one of our representatives, please call 888-223-0800 weekdays from 7:30 a.m. to 6:00 p.m. We’re here to help you review options and select the one that’s right for you.

Thank you for being a Peoples Gas customer. We appreciate the opportunity to serve your current and future energy needs.

Peoples Gas

If you already paid or established a payment extension, please disregard. Thank you.

Combo Residential – Final September Communication to go out 8/25/20

Subject Line: Urgent! Your electricity and natural gas could be disconnected.

Dear Valued Customer,

We are reaching out again because you have a past due balance. If you have already made payment in full or have established a payment extension and have kept it current, please discard this notice. After temporarily suspending disconnections in March due to the pandemic, we, like many businesses, are returning to our standard billing practices. If you receive a final notice and do not make payment in a timely manner, your service will be disconnected.

We have sent multiple communications over the past six months to encourage customers facing hardships to take advantage of available resources, including utility bill assistance. We're trying every way possible to avoid disconnecting customers for non-payment. Please make a payment or call us for a payment arrangement before a disconnect occurs. As part of our standard billing practice, once a disconnect occurs, full payment plus fees will apply to reconnect your electric and natural gas service.

Help is still available

We continue to work closely with state, county and local agencies to help provide utility bill payments and other assistance. In addition, we offer flexible, interest-free payment extensions. If you are struggling to make payments, please take advantage of the resources below to avoid disconnection for non-payment:

- Use this [easy online form](#) to make a partial payment and establish an interest-free payment extension.
- Local non-profits may be able to help with utility bills, food, housing and other resources for those who qualify. Specifically, CARES Act funding, which is designated to assist with COVID-19 related utility financial hardships, may be able to help. Our [Tampa Electric](#) and [TECO Peoples Gas](#) COVID-19 response pages provide additional information and a link to apply for CARES Act assistance.

If you prefer to speak with one of our representatives, please call 888-223-0800 weekdays from 7:30 a.m. to 6:00 p.m. We're here to help you review options and select the one that's right for you.

Thank you for being a Tampa Electric and Peoples Gas customer. We appreciate the opportunity to serve your current and future energy needs.

Tampa Electric and Peoples Gas
Customer Experience Team

Peoples Gas Business – Final September communication to go out 8/25/20

Subject Line: Urgent! Your natural gas could be disconnected.

Dear Valued Customer,

We are reaching out again because you have a past due balance. If you have already made payment in full or have established a payment extension and have kept it current, please discard this notice. After temporarily suspending disconnections in March due to the pandemic, we, like many businesses, are returning to our standard billing practices. If you receive a final notice and do not make payment in a timely manner, your service will be disconnected.

We have sent multiple communications over the past six months to encourage customers facing hardships to take advantage of available resources, including utility bill assistance. We're trying every way possible to avoid disconnecting customers for non-payment. Please make a payment or call us for a payment arrangement before a disconnect occurs. As part of our standard billing practice, once a disconnect occurs, full payment plus fees will apply to reconnect your natural gas service.

Help is still available

We continue to work closely with state, county and local agencies to help provide utility bill payments and other assistance. In addition, we offer flexible, interest-free payment extensions. If you are struggling to make payments, please take advantage of the resources below to avoid disconnection for non-payment:

- Use this [easy online form](#) to make a partial payment and establish an interest-free payment extension.
- Federal and local resources are listed on our [COVID-19 response page](#) that can provide additional resources.

If you prefer to speak with one of our representatives, please call 866-832-6249 weekdays from 7:30 a.m. to 6:00 p.m. We're here to help you review options and select the one that's right for you.

Thank you for being a TECO Peoples Gas customer. We appreciate the opportunity to serve your current and future energy needs.

Peoples Gas
Business & Industry Team

Peoples Gas Residential – Final September Communication to go out 8/25/20

Subject Line: Urgent! Your natural gas could be disconnected.

Dear Valued Customer,

We are reaching out again because you have a past due balance. If you have already made payment in full or have established a payment extension and have kept it current, please discard this notice. After temporarily suspending disconnections in March due to the pandemic, we, like many businesses, are returning to our standard billing practices. If you receive a final notice and do not make payment in a timely manner, your service will be disconnected.

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- Use this [easy online form](#) to make a partial payment and establish an interest-free payment extension.
- Local non-profits may be able to help with utility bills, food, housing and other resources for those who qualify. Specifically, CARES Act funding, which is designated to assist with COVID-19 related utility financial hardships, may be able to help. Our [COVID-19 response page](#) provides additional information and a link to apply for CARES Act assistance.

If you prefer to speak with one of our representatives, please call 888-223-0800 weekdays from 7:30 a.m. to 6:00 p.m. We're here to help you review options and select the one that's right for you.

Thank you for being a TECO Peoples Gas customer. We appreciate the opportunity to serve your current and future energy needs.

Peoples Gas
Customer Experience Team

Social Media posts:

- Mar: 8 (National Public Health Week and link to TECO's COVID-19 response page)
- Apr 15 (TECO donates \$1M)
- Apr. 20 (Hillsborough County relief available)
- Apr. 24 (R3 Program Call Center can provide relief funds)
- Apr. 29 (Apply for the Rapid Response Recovery program)
- May 4 (Tampa's Downtown Reinvestment Fund)
- May 6 (Ways to save energy and money while spending more time at home)
- May 6 (Hillsborough County allocate \$257 million in funding)
- May 8 (Ways to save energy and money while spending more time at home)
- May 12 (Ways to save energy and money while spending more time at home)
- May 14 (City of Tampa expanded relief)
- May 19 (Ways to save energy and money while spending more time at home)
- May 22 (Ways to save energy and money while spending more time at home)
- May 22 (Polk Care assistance)
- May 26 (Ways to save energy and money while spending more time at home)
- May 27 (Polk County's Board of County Commissioners approve plan to help small biz)
- Jun 1 (Grant funds available)
- Jun 3 (Ways to save energy and money while spending more time at home)
- Jun. 30 (Economic Recovery Financial Assistance available)
- Jul. 14 (One Tampa: Relief Now, Rise Together Phase III for Businesses)
- Jul. 23 (Shout out to healthcare workers)
- Jul. 27 (Wear masks – shared posts on \$1M donation)
- Jul. 30 (Help reduce spread)
- Jul. 31 (Help for those struggling to pay – R3 Utility and Housing Assistance)
- Aug. 3 (Help for those struggling to pay – R3 Utility and Housing Assistance)
- Aug. 4 (Help for those struggling to pay – R3 Utility and Housing Assistance)
- Aug: 6 (COVID-19 safety measures)
- Aug. 28 (Help for those struggling to pay – R3 Utility and Housing Assistance)
- Sept.: 8 (Scam warning and notice that TECO may call as reminder to make payment)
- Sept. 16 (Struggling to pay – here's help)
- Sept. 15 (COVID-19 Scam Alert)

Current Covid-related policies related to past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection:

- The company established a moratorium on disconnections from the middle of March until September 14.
- Modified payment arrangements providing residential and commercial customers with past due balances the option to make an initial down payment for a portion of the balance owed and then create an installment plan that would spread the remainder of the balance owed over the next 3-12 months, interest-free.
- Created a convenient, easy to use online form giving customers the ability to self-serve in requesting a payment arrangement, without having to call and speak to a representative.
- The company has also increased the frequency of customer communications with the goals of providing pandemic – related information and prompting customers to address past due balances through alternative payment plans or assistance from third parties.
- Partnered with Salvation Army to help facilitate the distribution of assistance dollars to customers in need of assistance.
- The company informed customers about available payment assistance resources through several mediums, including: (1) the company’s website; (2) mass e-mails in March, May, and July; (3) bill inserts in April, June, and July; and (4) social media posts in April, May, June, July, and August
- Beginning in June, the company also completed several rounds of communications targeted specifically to customers with past due balances. These communications offered flexible payment extensions and directed customers to government and non-profit entities offering utility bill payment assistance. Business customers also received personal outbound calls from specially trained representatives to assist with payment arrangement information.