



October 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 Tampa Electric Company's Customer Impact Data related to COVID-19 for the month of September 2020.

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

Sincerely,

*Paula K. Brown*

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Paula K. Brown  
Manager, Regulatory Coordination  
Regulatory Affairs  
[regdept@tecoenergy.com](mailto:regdept@tecoenergy.com)  
[pkbrown@tecoenergy.com](mailto:pkbrown@tecoenergy.com)

Enclosure(s)

cc: Jeff Whalen  
Billy Stiles

Customer Impact Data Related to COVID-19

Utility: Tampa Electric Company

Reporting Month: September 2020

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	8,346	1,951
Commercial / Industrial	475	173
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	25,836	5,830
Commercial / Industrial	1,415	368

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$2,576,102	\$372,079
Commercial / Industrial	\$509,112	\$77,302
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$5,643,410	\$1,270,005
Commercial / Industrial	\$2,075,492	\$1,146,526

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	19,664	74,508
Commercial / Industrial	681	2,284
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	51	---
Commercial / Industrial	48	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential <sup>1</sup>	2.4%	---
Commercial / Industrial <sup>2</sup>	0.7%	---

<sup>1</sup> Number of residential customers under a payment arrangement/total number of residential customers.

<sup>2</sup> Number of commercial-industrial customers under a payment arrangement/total number of commercial-industrial customers.

Bad Debt		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt <sup>3</sup>	\$266,173	\$3,581,605

<sup>3</sup> Difference between reporting month and the average of the same month for the prior three years; excluding any prior months that were impacted by named hurricanes. If a prior month is excluded, provide an explanation.

Late Fees		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	166,418	181,795
Commercial / Industrial	13,750	12,402

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	34,826	109,035
Commercial / Industrial	3,672	6,419
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	4,830	10,128
Commercial / Industrial	228	340
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	3,949	9,118
Commercial / Industrial	157	277

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	Social Media Post - 3 Print Message on Bill - 1	COVID -19 Mass emails - 2 Social Media Post - 31 Bill Onsert - 2 News Release - 2 Print Message on Bill - 1
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	Electric Phone Calls - 16,138 Electric Final Notices -37,267  Combination Billing (TEC&PGS) Phone Calls - 504 Combination Billing (TEC&PGS) Final Notices - 1,212	Electric Emails - 86,677 Electric Phone Calls -39,401 Electric Final Notices - 78,059  Combination Billing (TEC&PGS) Emails - 6,895 Combination Billing (TEC&PGS) Phone Calls - 1,279 Combination Billing (TEC&PGS) Final Notices - 2,700

Customer Communications
Please provide samples of any new communication/media notices provided to customers concerning the utility's past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection policies issued within the last 30-days. <b>Attachment 1</b>
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. <b>Attachment 2</b>

## Tampa Electric Important Message – September 2020

### Scam Warning

Tampa Electric 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 resumes 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](http://tampaelectric.com/updates) for help to avoid disconnection for non-payment. If you have questions, please call Tampa Electric at 888-223-0800 (residential) or 866-832-6249 (business) weekdays from 7:30 a.m. to 6:00 p.m.

Tampa Electric Social Media Posts – September 2020

 **Tampa Electric**  
September 7 at 3:50 PM · 🌐

Hillsborough County helps small businesses through hard times with financial assistance that won't need to be repaid



HILLSBOROUGHCOUNTY.ORG  
**Up to \$40,000 in COVID-19 Recovery Assistance Available to Small Businesses**

948 People Reached      18 Engagements      [Boost Post](#)



**Tampa Electric**  
September 8 at 12:01 PM · 🌐

\*SCAM WARNING\* Tampa Electric will never call and ask for credit card or debit card numbers. Customers with a past-due bill may receive a call from us as a reminder to make a payment. If you're struggling to pay your bill, help is available at <http://ow.ly/gXuK50BkFMj> or call 888-223-0800 (residential) or 866-832-6249 (business).







**Tampa Electric**


September 15 at 10:02 AM · 🌐




Tampa Electric is cautioning customers that scammers have adapted their techniques for the coronavirus pandemic: Aggressive scammers are demanding payment through mobile applications under the guise of avoiding disconnection. Scam attempts have significantly increased since the pandemic started. Tampa Electric has worked with federal officials to shut down about 40 scam phone numbers in the past two months. Learn more at:


<http://ow.ly/hb1p50Br7Ew>



 **Tampa Electric**  
September 22 at 12:02 PM · 🌐

Struggling to pay your bill? Help is available. Get a payment extension and help from local non-profits that may be able to help with utility bills, food, housing and other resources at <http://ow.ly/WXSj50BxHGI> or call 888-223-0800 (residential) or 866-832-6429 (business).



 **TECO**  
TAMPA ELECTRIC  
AN EPCOR COMPANY



**Tampa Electric**

September 28 at 4:21 PM · 🌐



At Tampa Electric and Peoples Gas our employees are finding ways to “Inspire Hope” during the pandemic. Read the heartfelt story about how Tampa Electric’s transmission line department stepped in to help a fellow co-worker and his family deal with the tragic news of his grandchild’s diagnosis: <http://ow.ly/Mpqx50BDCbn>





## Tampa Electric Web – Nonprofit Programs – September 2020



OUTAGE INFO

PAY BILL

LOGIN



RESIDENTIAL

BUSINESS

COMPANY

CONTACT US

### Business Nonprofit

We know local businesses are working to recover from the impact of COVID-19, and several organizations may be able to help. If your business is in need of recovery assistance, see the local, state and federal programs below that may help you get back on your feet.

#### Nonprofit Safety Net Assistance

Provides assistance to nonprofit agencies affected by the COVID-19 pandemic for facility, operational and working capital costs. Program provides up to \$150,000 in assistance based on eligibility requirements.

#### Eligibility Requirements

- Reside within Hillsborough County
- Provide essential services such as housing, homeless assistance, health, dependency, food, employments services, and household/ financial counseling
- In operation since March 1, 2015 or earlier
- Have partnered via contact with local government in the last three years.
- Directly impacted by Covid-19 in one of the following manners
  - Suffered evident economic injury
  - Terminate activities or services
  - Required to increase/decrease services or labor
  - Modified work duties / responsibilities
- Currently open for business
- Registered Hillsborough County iSupplier vendor

[Click here](#) to apply and learn more.

Payment Options

Pay Now By Credit or Debit Card

Pay Now From Bank Account

Set Up Bank Payments

Auto Pay

Pay In Person

Pay By Mail

Payment Arrangement

Business Assistance

**Business Nonprofit**

[R3 Economic Recovery Financial](#). (2020) Retrieved September 29,2020

## **Nonprofit Day Care Facility Assistance**

Provides assistance to nonprofit licensed day care facilities within Hillsborough County affected by Covid-19 for facility, operations, and working capital costs. Program provides up to \$20,000 in assistance for each eligible site.

### **Eligibility Requirements**

- In operation since March 1, 2019 or earlier
- Directly impacted by Covid-19 in one of the following manners
  - Suffered evident economic injury
  - Terminate activities or services
  - Required to increase/decrease services or labor
  - Modified work duties / responsibilities
- Have an active child care license
- Currently open for business
- Registered Hillsborough County iSupplier vendor

[Click here](#) to apply online and learn more.

[R3 Economic Recovery Financial](#). (2020) Retrieved September 29, 2020.

## Combo Important Message – September 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](http://tampaelectric.com/updates) and [peoplesgas.com/updates](http://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.

**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.**

- The company established a moratorium on disconnections from the middle of March until September 14. Since the end of the moratorium, the company has resumed disconnection practices.
- Dollar thresholds for reaching disconnection have been temporarily increased lowering the number of customers eligible for disconnection.
- The company modified payment options following disconnection of service by providing residential and commercial customers the ability to make a 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.
- The company established a team to reach out and contact customers that have not resumed service 3 days after being disconnected. Team members explore available options to re-establish service such as providing flexibility in making payments arrangements for disconnection balances or guiding customers to available agencies for assistance.
- Tampa Electric informed customers about available payment assistance resources through several mediums, including: (1) the company's website; (2) bill messaging (3) social media posts