



November 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 October 2020.

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

Sincerely,

/s/ Paula K. Brown

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

Enclosure(s)

cc: Jeff Whalen
Billy Stiles

Customer Impact Data Related to COVID-19

Utility: Tampa Electric Company

Reporting Month: October 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	5,874	1,973
Commercial / Industrial	272	139
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	14,544	5,676
Commercial / Industrial	887	370

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$2,108,966	\$396,417
Commercial / Industrial	\$329,830	\$204,508
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$3,955,194	\$1,246,837
Commercial / Industrial	\$1,930,548	\$1,148,427

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	20,931	95,439
Commercial / Industrial	1,124	3,408
Average Duration of New Payment Arrangement	Reporting Month	
Residential	42	---
Commercial / Industrial	26	---
Percent of Customers Under a Payment Arrangement	Reporting Month	
Residential ¹	2.5%	---
Commercial / Industrial ²	1.3%	---

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	\$209,007	\$4,087,701

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	169,291	175,092
Commercial / Industrial	14,279	11,630

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	32,941	126,005
Commercial / Industrial	3,828	7,919
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	7,274	11,582
Commercial / Industrial	399	389
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	6,925	11,031
Commercial / Industrial	335	328

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	Social Media Post - 2	COVID -19 Mass emails - 2 Social Media Post - 33 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 - 21,318 Electric Final Notices -35,642 Combination Billing (TEC&PGS) Phone Calls - 624 Combination Billing (TEC&PGS) Final Notices - 1,127	Electric Emails - 86,677 Electric Phone Calls -60,719 Electric Final Notices - 113,701 Combination Billing (TEC&PGS) Emails - 6,895 Combination Billing (TEC&PGS) Phone Calls - 1,903 Combination Billing (TEC&PGS) Final Notices - 3,827

Customer Communications
Please provide samples of any new communication/media notices provided to customers concerning the utility's past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection policies issued within the last 30-days. Attachment 1
In the past 30-days, has the utility made changes to, or implemented new, policies related to past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection? If so, please explain. No additional changes for the month of October

Tampa Electric Social Media Posts – October 2020

Tampa Electric
Published by Ed Van Sant · October 12 at 6:00 PM

The CARE Program provides assistance with rent and utilities to those who have a verifiable loss of income related to the impacts of COVID-19.

City of Lakeland, FL - Government
October 12 at 4:51 PM

The CARE Program provides assistance with residential expenses including mortgage payments, rent, and utilities to those who have a verifiable loss of income re... **See More**

LAKELANDGOV.NET/CARE

LAKELANDGOV.NET
CARE Program
The CARE Program provides assistance with rent, utilities, and m...



Tampa Electric

Published by Hootsuite · October 7 at 11:01 AM ·

Thousands of households have benefited from utility bill-payment assistance. Learn more about these programs and eligibility criteria at <http://ow.ly/qnTm50BM794>

