



November 30, 2020

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

Re: Docket No. 20200000 – Gulf Power Company’s COVID-19 Customer Impact Data Report

Dear Mr. Teitzman:

Attached for electronic filing is Gulf Power Company’s COVID-19 Customer Impact Data Report for the month of October 2020.

Sincerely,

A handwritten signature in blue ink that reads 'Richard Hume'.

Richard Hume  
Regulatory Issues Manager

md

Attachments

cc: Gulf Power Company  
Russell Badders, Esq., VP & Associate General Counsel  
Florida Public Service Commission  
Shaw Stiller, Office of General Counsel

## Customer Impact Data Related to COVID-19

Utility: [Gulf Power 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 <sup>1</sup>		
Number of Accounts 60 -89 days past due	Reporting Month	Prior Year Month
Residential	9,250	n/a
Commercial / Industrial	1,057	n/a
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	20,202	n/a
Commercial / Industrial	1,939	n/a

<sup>1</sup> Unique active accounts with age categorization by age of the account's oldest arrears balance (e.g., if an account has a 30, 60, and 90+ arrears balance, the account will show only once and in the 90+ category). Prior year data is not comparable to current data due to new billing system implementation in February 2020.

Accounts in Arrears <sup>2</sup>		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$ 5,363,158	n/a
Commercial / Industrial	\$ 1,194,999	n/a
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 10,744,473	n/a
Commercial / Industrial	\$ 2,396,201	n/a

<sup>2</sup> Total active arrear balances are based on the aging of the arrears (e.g., a 90+ account in the "delinquent account" section can have balances showing in both the 60-89 aging category and the 90+ aging category). Prior year data is not comparable to current data due to new billing system implementation in February 2020.

Payment Arrangements		
Number of Payment Arrangements <sup>3</sup>	Reporting Month	March 2020 through Current (cumulative)
Residential	6,758	60,386
Commercial / Industrial	152	1,064
Average Duration of Payment Arrangement <sup>4</sup>	Reporting Month	-----
Residential	24	---
Commercial / Industrial	31	---
Percent of Customers Under a Payment Arrangement <sup>5</sup>	Reporting Month	-----
Residential <sup>6</sup>	0.77%	---
Commercial / Industrial <sup>7</sup>	0.37%	---

<sup>3</sup> Total payment arrangements granted through all channels during the reporting month and cumulative.

<sup>4</sup> Average duration in days of total payment arrangements granted through all channels.

<sup>5</sup> All active payment arrangements as of the final day of the reporting month divided by the number of active accounts.

<sup>6</sup> Number of residential customers under a payment arrangement/total number of residential customers.

<sup>7</sup> Number of commercial-industrial customers under a payment arrangement/total number of commercial-industrial customers.

Bad Debt <sup>8</sup>		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt <sup>9</sup>	\$ 2,395,580	\$ 14,254,941

<sup>8</sup> Total Bad Debt in 2020 for the reporting period less the three-year average (2017-2019) for the same time period

<sup>9</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 <sup>10</sup>		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	n/a	n/a
Commercial / Industrial	n/a	n/a

<sup>10</sup> Late fees billed net of late fee cancellations resulting from customers self-reporting hardship

<b>Discontinuance of Service</b>		
<b>Number of Accounts who received a Notice of Discontinuance of Service</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	0	49,135
Commercial / Industrial	0	3,618
<b>Number of Accounts Disconnected from Service</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	0	5,657
Commercial / Industrial	0	598
<b>Number of Accounts Reconnected to Service<sup>11</sup></b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	0	3,659
Commercial / Industrial	0	100

<sup>11</sup> Data reflects the number of accounts that had been disconnected during the Current Month but were reconnected. Accounts not reconnected are either closed at the customer request or the account is closed by Gulf if no action is taken by the customer within five billing cycle days (for the Prior Year Month) following a disconnection.

<b>Customer Communications</b>		
<b>Communications</b>	<b>Reporting Month</b>	<b>March 2020 through Current (cumulative)</b>
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.) <sup>12</sup>	1	15
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) <sup>13</sup>	68,395	594,272

<sup>12</sup> Instances of mass communication to customers resulting from COVID-19 (e.g., social media, news releases, etc.)

<sup>13</sup> Volume of incremental individual customer communication outside of mass communication (e.g., outbound calls, emails, letters)

<b>Customer Communications</b>
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.
Please see attached.
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.
(1) Starting on November 2nd, Gulf Power offered a bill credit of up to \$200 for eligible residential and small business customers who were 60+ past due upon payment of the remaining past due amount. As of November 25th, a total of 5,900 customers have taken advantage of Gulf Power's bill credit initiative (this represents 22% of eligible accounts) amounting to \$800,000 in bill credits and reducing customers' past due amounts.
(2) Resumed issuance of final notices on November 10th based on oldest arrear balances
(3) Resumed disconnects for non-payment on November 20th for accounts with overdue final notices beginning with the accounts with the oldest arrears and largest past due balances
(4) Reconnect service charges will be waived through the end of the year

# **Gulf Power Company (Gulf)**

Undocketed – Financial impacts on utility customers as a  
result of the COVID-19 pandemic

Samples of New Communications



**Electric Bill Statement**

**For:** Sep 18, 2020 to Oct 19, 2020 (32 days)

**Statement Date:** Oct 19, 2020

**Account Number:** XXXX-XXXX

**Service Address:**

XXXXXX

XXXXXX, XX XXXXX-XXXX

Hello XXXXXXXX,  
Here's what you owe for this billing period.

**CURRENT BILL**

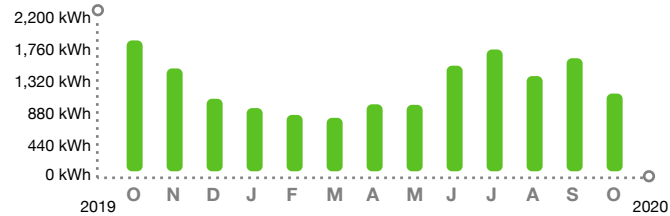
**\$185.76**

TOTAL AMOUNT YOU OWE

**11/9/20**

NEW CHARGES DUE BY

**ENERGY USAGE HISTORY**



**BILL SUMMARY**

Amount of your last bill	257.52
Payment(s) received - thank you	-257.52
Balance before new charges	0.00
Total new charges	185.76
<b>Total amount due</b>	<b>\$185.76</b>

(See reverse for billing details)

**We're here to help**

If you are experiencing a hardship as a result of the coronavirus (COVID-19) and need help with your bill, there are resources available.

[GulfPower.com/Help](http://GulfPower.com/Help)

Visit [GulfPower.com/PayBill](http://GulfPower.com/PayBill) for ways to pay

Customer Service: 800-225-5797  
To Report Power Outages: 800-487-6937



##

Please request changes at GulfPower.com. Notes on this bill will not be detected.

Make check payable to Gulf Power in U.S. funds and mail along with this coupon to:

GULF POWER  
P.O. BOX 29090  
MIAMI FL 33102-9090

XXX-XXXX	\$185.76	Nov 9, 2020	\$
ACCOUNT NUMBER	TOTAL AMOUNT OWED	NEW CHARGES DUE BY	AMOUNT ENCLOSED



### BILL DETAILS

Amount of your last bill	257.52
Payment(s) received - thank you	-257.52
<hr/>	
Balance before new charges	\$0.00
<b>New Charges</b>	
Rate: RS - Residential Service	
Base charge	20.48
Energy charge	(1166 kWh at \$0.08510) 99.23
Fuel charge	(1166 kWh at \$0.03262) 38.03
<hr/>	
Electric service amount	\$157.74
Gross receipts tax	4.05
Franchise charge	9.96
Utility tax	14.01
<hr/>	
Taxes and charges	\$28.02
Total account charges	\$185.76
<b>Total amount you owe</b>	<b>\$185.76</b>

### METER SUMMARY

Meter reading - Meter XXXXX Next meter reading Nov 17, 2020

<b>Usage type</b>	<b>Current</b>	<b>-</b>	<b>Previous</b>	<b>=</b>	<b>Usage</b>
kWh	47083		45917		1166

### ENERGY USE COMPARISON

	<b>This Month</b>	<b>Last Month</b>
Service to	Oct 19, 2020	Sep 17, 2020
kWh used	1166	1696
Service days	32	30
kWh/day	36	57
Amount	\$185.76	\$257.52

### Save energy and money

Use the Energy Checkup tool to find personalized recommendations and savings tips.

[Start Saving](#)

### Storm season is here

Visit our Storm Ready Center for preparation and safety tips to keep your family safe and secure.

[Get tips](#)

### We are here to help

If you are experiencing hardship as a result of the coronavirus (COVID-19) and need help with your bill, there are resources available.

[Learn more](#)

When you pay by check, you authorize Gulf Power to process your payment electronically or as a draft. If your payment is processed electronically, your checking account may be debited on the same day we receive the check and your check will not be returned with your checking account statement.

Gulf Power does not agree to any restrictions, conditions or endorsements placed on any bill statement or payments such as check, money order or other forms of payment. We will process the payment as if these restrictions or conditions do not exist.

# Facing hardship? We can help



o Gulf Power Company <account@email.gulfpower.com>

Tuesday, October 13, 2020 at 10:04 AM

To: o XXXXXXXXXXXX

Call us if you need help with your bill

[View in Browser](#)

[Update Email](#)



[LOG IN](#)



## We're here to help

We're committed to helping our customers who are experiencing hardship due to COVID-19. Please contact us now if you need additional time to pay your bill or to be connected with financial assistance.

[FIND HELP](#)



### Prepared for an active hurricane season

It's been a busy hurricane season! See how the Gulf Power team remains ready for potential tropical weather, and what you can do to prepare.

[LEARN MORE »](#)



### Unlock energy savings in your home

Use our free online Energy Checkup tool to receive personalized recommendations and tips on how you can save energy and money.

[START SAVING »](#)

Please do not reply to this email. This address is not monitored.

For help, visit [GulfPower.com](#)

You are receiving this email because you are a Gulf Power customer. Please add [Account@email.gulfpower.com](mailto:Account@email.gulfpower.com) to your address book or you can [unsubscribe](#) at any time.

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