



**Matthew R. Bernier**  
ASSOCIATE GENERAL COUNSEL

November 30, 2020

**VIA ELECTRONIC FILING**

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

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

Dear Mr. Teitzman:

Please find enclosed for electronic filing, on behalf of Duke Energy Florida, LLC (“DEF”), DEF’s Customer Impact Data Related to COVID-19 for the month of October.

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

Respectfully,

/s/ Matthew R. Bernier

Matthew R. Bernier

MRB/cmw  
Enclosures

## Customer Impact Data Related to COVID-19

**Utility: DUKE ENERGY FLORIDA, LLC**

**Reporting Month: OCTOBER**

*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	
	Total Disconnections	% of Total Customers	Total Disconnections	% of Total Customers
Residential	14,489	0.87%	16,410	1.04%
Commercial / Industrial	894	0.43%	1,064	0.52%
Number of Accounts 90+ days past due	Reporting Month		Prior Year Month	
	Total Disconnections	% of Total Customers	Total Disconnections	% of Total Customers
Residential	15,395	0.93%	8,639	0.55%
Commercial / Industrial	1,134	0.54%	483	0.24%

Amount in Arrears*		
Amount 60 - 89 days past due	Reporting Month	Prior Year Month
Residential	\$3,100,994	\$1,863,806
Commercial / Industrial	\$662,062	\$393,146
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$4,295,356	\$582,786
Commercial / Industrial	\$1,087,097	\$182,948

\*Balances under a payment arrangement are excluded from arrears balances

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	15,076	75,324
Commercial / Industrial	327	2,295
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	7.43 months	-----
Commercial / Industrial	6.64 months	-----
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential <sup>1</sup>	3.58%	-----
Commercial / Industrial <sup>2</sup>	0.89%	-----

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

<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>	\$948,294	\$7,261,571

<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.

Removed Oct 2018 from calculation of average due to Hurricane Michael.

Late Fees		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	\$1,537,185	\$1,737,049
Commercial / Industrial	\$325,508	\$313,872

Discontinuance of Service		
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**Utility: DUKE ENERGY FLORIDA, LLC**

**Reporting Month: OCTOBER**

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and is due by the last day of the following month*

Number of Customers who received a Notice of Discontinuance of Service <sup>4</sup>	Reporting Month		Prior Year Month	
	Total Notices	% of Total Customers	Total Notices	% of Total Customers
Residential	274,534	16.50%	294,587	17.71%
Commercial / Industrial	25,917	12.39%	27,189	13.00%

<sup>4</sup> Total Notices reported reflects the cumulative number of notices sent to customers during the reporting period and does not reflect the number of delinquent customers as of report month end.

Number of Customers Disconnected from Service <sup>5</sup>	Reporting Month		Prior Year Month	
	Total Disconnections	% of Total Customers	Total Disconnections	% of Total Customers
Residential	22,721	1.37%	16,104	0.97%
Commercial / Industrial	1,714	0.82%	719	0.34%

Number of Customers Reconnected to Service	Reporting Month		Prior Year Month	
	Total Reconnections	% of Total Customers	Total Reconnections	% of Total Customers
Residential	19,035	1.14%	14,138	0.85%
Commercial / Industrial	1,482	0.71%	600	0.29%

<sup>5</sup> Duke Energy has begun a pilot program targeting customers who have been disconnected, but have not reconnected service, with outbound texts and outbound voice message. The target audience includes customers who have been disconnected from 2 days up to 10 days without reconnection. After 10 days, the account would be finalized. The text and voice message includes a toll-free number that routes customers directly to the Duke Energy Internal Agency Group. The Agency Group Specialist will then have a credit consultation with the customer to discuss options available to reconnect power. These options include, but are not limited to, helping customers obtain agency assistance, enrolling customers into payment arrangements and spreading deposit payments over a period of time. With direct access to our billing systems and strong agency relationships, these specialists are well-equipped to meet customer needs to reconnect service. As of 11/25/20, there have been approximately 500 customers targeted with this outreach.

Customer Communications		
Communications (Please Note: this excludes communications made via non-traditional channels such as local government presentations, word-of-mouth, marquee banners, etc.)	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	2,956,495	28,017,124
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	278,441	1,199,442

Customer Communications
<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.
DEF has not changed or implemented any significant policies within the last 30 days.