



December 31, 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 November 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: [November 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 ¹ | | |
|---|-----------------|------------------|
| Number of Accounts 60 -89 days past due | Reporting Month | Prior Year Month |
| Residential | 9,818 | n/a |
| Commercial / Industrial | 1,170 | n/a |
| Number of Accounts 90+ days past due | Reporting Month | Prior Year Month |
| Residential | 19,772 | n/a |
| Commercial / Industrial | 1,554 | n/a |

¹ 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.

| Amount in Arrears ² | | |
|--------------------------------|-----------------|------------------|
| Amount 60 -89 days past due | Reporting Month | Prior Year Month |
| Residential | \$ 5,110,553 | n/a |
| Commercial / Industrial | \$ 824,642 | n/a |
| Amount 90+ days past due | Reporting Month | Prior Year Month |
| Residential | \$ 12,599,361 | n/a |
| Commercial / Industrial | \$ 1,761,547 | n/a |

² 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 ³ | Reporting Month | March 2020 through Current (cumulative) |
| Residential | 3,938 | 64,324 |
| Commercial / Industrial | 75 | 1,139 |
| Average Duration of Payment Arrangement ⁴ | Reporting Month | ----- |
| Residential | 68 | --- |
| Commercial / Industrial | 143 | --- |
| Percent of Customers Under a Payment Arrangement ⁵ | Reporting Month | ----- |
| Residential ⁶ | 0.92% | --- |
| Commercial / Industrial ⁷ | 0.14% | --- |

³ Total payment arrangements granted through all channels during the reporting month and cumulative.

⁴ Average duration in days of total payment arrangements granted through all channels.

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

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

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

| Bad Debt ⁸ | | |
|-----------------------------------|-----------------|---|
| Incremental Bad Debt | Reporting Month | March 2020 through Current (cumulative) |
| Incremental Bad Debt ⁹ | \$ 774,222 | \$ 15,029,163 |

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

⁹ 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 ¹⁰ | | |
|------------------------------|-----------------|------------------|
| Number of Assessed Late Fees | Reporting Month | Prior Year Month |
| Residential | n/a | n/a |
| Commercial / Industrial | n/a | n/a |

¹⁰ Gulf Power does not assess late fees.

| Discontinuance of Service | | |
|---|-----------------|------------------|
| Number of Accounts who received a Notice of Discontinuance of Service | Reporting Month | Prior Year Month |
| Residential | 2,882 | 44,543 |
| Commercial / Industrial | 360 | 3,308 |
| Number of Accounts Disconnected from Service | Reporting Month | Prior Year Month |
| Residential | 148 | 5,186 |
| Commercial / Industrial | 6 | 480 |
| Number of Accounts Reconnected to Service ¹¹ | Reporting Month | Prior Year Month |
| Residential | 112 | 3,483 |
| Commercial / Industrial | 5 | 95 |

¹¹ 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.

| Customer Communications | | |
|---|-----------------|---|
| Communications | Reporting Month | March 2020 through Current (cumulative) |
| Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.) ¹² | 5 | 20 |
| Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) ¹³ | 49,174 | 643,446 |

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

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

| 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. |
| 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. |
| As of December 2020: |
| (1) The bill credit initiative was completed on December 15th. A total of approximately 9,900 customers took advantage of Gulf Power's bill credit initiative (37% of eligible accounts) amounting to \$1.5 million in bill credits and reducing customers' past due amounts. |
| (2) The deposit refund acceleration was completed providing refunds to 4,440 small business customers for a total of \$1.2 million. |

Gulf Power Company (Gulf)

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

Samples of Current Communication/Media Notices

Gulf's Customer Communications

Electric Bill Statement

For: Oct 2, 2020 to Nov 1, 2020 (31 days)

Statement Date: Nov 2, 2020 **Account**

Number: **Service Address:**

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

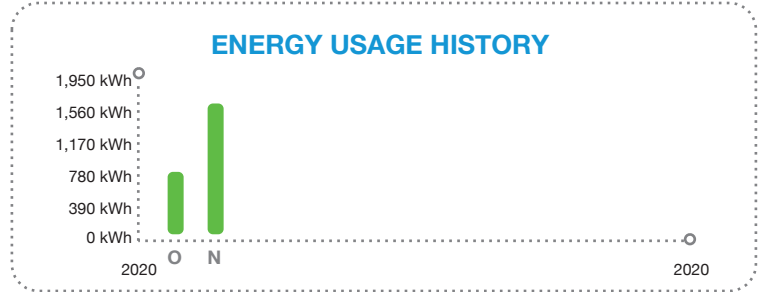
CURRENT BILL

\$366.72

TOTAL AMOUNT YOU OWE

11/23/20

NEW CHARGES DUE BY



BILL SUMMARY

| | |
|----------------------------|--------|
| Amount of your last bill | 136.40 |
| Payment received | 0.00 |
| Balance before new charges | 136.40 |

THIS \$136.40 IS PAST DUE - PLEASE PAY IMMEDIATELY

| | |
|-------------------------|-----------------|
| Total new charges | 230.32 |
| Total amount due | \$366.72 |

(See reverse for billing details)

Visit GulfPower.com/PayBill for ways to pay

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

Hurricane Michael storm recovery costs approved

The Florida Public Service Commission recently approved Gulf Power's recovery costs associated with Hurricane Michael, which results in adjustments to the storm restoration surcharge.

GulfPowerNews.com/MichaelUpdate

KEEP IN MIND

- Your last payment was received past the due date or your last bill remains unpaid.



#

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

| | | | |
|----------------------|---------------------------------------|---|---------------------------------|
| <input type="text"/> | <input type="text" value="\$366.72"/> | <input type="text" value="Nov 23, 2020"/> | <input type="text" value="\$"/> |
| ACCOUNT NUMBER | TOTAL AMOUNT OWED | NEW CHARGES DUE BY | AMOUNT ENCLOSED |



BILL DETAILS

| | |
|----------------------------|----------|
| Amount of your last bill | 136.40 |
| Payment received | 0.00 |
| | |
| Balance before new charges | \$136.40 |

THIS \$136.40 IS PAST DUE – PLEASE PAY IMMEDIATELY

New Charges

| | |
|--------------------------------|--------------------------------|
| Rate: RS - Residential Service | |
| Base charge | 19.84 |
| Energy charge | (1739 kWh at \$0.08510) 147.99 |
| Fuel charge | (1739 kWh at \$0.03262) 56.73 |
| | |
| Electric service amount | \$224.56 |
| | |
| Gross receipts tax | 5.76 |
| | |
| Taxes and charges | \$5.76 |
| | |
| Total account charges | \$230.32 |
| Total amount you owe | \$366.72 |

METER SUMMARY

Meter reading - Meter XXXXX Next meter reading Dec 1, 2020

| | | | | | |
|-------------------|----------------|----------|-----------------|----------|--------------|
| Usage type | Current | - | Previous | = | Usage |
| kWh | 23020 | | 21281 | | 1739 |

ENERGY USE COMPARISON

| | This Month | Last Month |
|--------------|-------------------|-------------------|
| Service to | Nov 1, 2020 | Oct 1, 2020 |
| kWh used | 1739 | 830 |
| Service days | 31 | 14 |
| kWh/day | 56 | 59 |
| Amount | \$230.32 | \$109.40 |

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.

Gulf's News Release



Gulf Power Company
Media Line: 561-694-4442
Twitter: @GulfPower
Nov. 3, 2020

FOR IMMEDIATE RELEASE

**Gulf Power to offer direct relief to customers significantly behind
on bills due to COVID-19**

--Direct relief to be available for most adversely impacted residential and small business customers

--Gulf Power is continuing to offer payment extensions, help connect customers with financial assistance and waive standard reconnection fees

PENSACOLA, Fla. — Gulf Power today announced plans to begin offering direct relief to customers significantly behind on their energy bills due to the coronavirus (COVID-19) pandemic and to those small business customers who have diligently paid their bills but still have a deposit with the company.

Residential and small business customers may be eligible for a bill credit of up to \$200 based on the status of their account and how long the account has been past due. To receive the direct bill relief, eligible customers will need to pay their total outstanding balance, net of the bill credit. For example, an eligible customer who has a total outstanding balance of \$600 would need to pay \$400 to qualify for the maximum one-time credit of \$200.

Eligible customers have been pre-identified based on their account status. Gulf Power will communicate directly with eligible customers through email or direct mail to explain the steps required to obtain the bill relief. Customers who are past due on multiple bills can also go online to their Gulf Power account to check for eligibility and view offer available.

“We remain committed to doing everything we can to support customers experiencing hardship as a result of COVID-19, including offering direct bill relief to eligible customers to help them get back on their feet,” said Gulf Power President Marlene Santos. “While most of our customers have continued to pay their bills on time, others may be struggling – and we want to help.”

In addition to direct bill relief, Gulf Power continues to help customers with payment extensions and connecting them with available financial assistance. Gulf Power is also planning to accelerate deposit refunds for eligible small business customers, depending on rate class; the company already returns deposits for residential customers after 12 months of on-time bill payment.

Other ways customers can seek assistance

Federal funding for Florida’s Low Income Home Energy Assistance Program (LIHEAP) has increased nearly 60% due to the pandemic. Customers can also apply for available CARES Act money that’s been distributed to communities across the state. Additionally, local agencies have funds available to assist customers with utility payments.

- Customers can dial 2-1-1 from any phone to seek assistance. If the telephone provider does not connect you when you dial 2-1-1, use (866) 728-8445.
- Customers can also refer to their county of residence for information on potential funding for utility assistance funding.
- Additionally, customers can visit GulfPower.com/Help to find a list of assistance agencies, information about LIHEAP and seek assistance through Gulf Power's Project SHARE payment assistance program, which is managed by The Salvation Army.

Refining COVID-19 policies

As the COVID-19 pandemic began to affect our customers early this year, Gulf Power immediately offered payment extensions and information on financial assistance for customers experiencing hardship due to the pandemic, policies that remain in effect. The company has also suspended disconnections for nonpayment. Through a measured approach, Gulf Power will resume issuing final notices beginning with customer accounts that have been past due since before COVID-19 became widespread in March. For customer accounts that receive a final notice but do not pay their past-due balance or contact Gulf Power to make payment arrangements, disconnections are planned to begin in mid-November.

Customers can learn about available resources at GulfPower.com/Help or call Gulf Power directly at 800-225-5797.

Gulf Power's COVID-19 response

Gulf Power has had a pandemic plan in place for many years and regularly trains and drills for unplanned events and crises. The company understands the critical role electricity plays in the economy and daily lives of Floridians, and regardless of the circumstances Gulf Power remains steadfastly committed to continuously delivering the reliable and affordable electricity that everyone relies on.

Gulf Power gained unanimous approval from the PSC to fast-track annual fuel savings to customers on their May bills, resulting in a one-time bill decrease of approximately 40% for the typical 1,000-kWh monthly residential customer bill. Additionally, Gulf Power, its fellow NextEra Energy companies and employees have so far committed nearly \$5 million in COVID-19 emergency assistance funds – including more than \$1 million in Northwest Florida – that are being distributed directly to those in need and to partner organizations working on the frontlines of the crisis to provide critical support to the most vulnerable members of the community.

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About Gulf Power

Gulf Power serves nearly 470,000 customers in eight counties throughout Northwest Florida. The company's mission is to safely provide exceptional customer value by delivering reliable, affordable and environmentally responsible electricity while strengthening our communities. Gulf Power is a subsidiary of Juno Beach, Florida-based NextEra Energy, Inc. (NYSE: NEE), a clean energy company widely recognized for its efforts in sustainability, ethics and diversity, and has been ranked No. 1 in the electric and gas utilities industry in Fortune's 2020 list of "World's Most Admired Companies." NextEra Energy is also the parent company of Florida Power & Light Company, which serves more than 5 million customer accounts in Florida and is the largest energy company in the United States as measured by retail electricity produced and sold; and NextEra Energy Resources, LLC, which, together with its affiliated entities, is the world's largest generator of renewable energy from the wind and sun and a world leader in battery storage. For more information about NextEra Energy companies, visit these websites: www.NextEraEnergy.com, www.FPL.com, www.GulfPower.com, www.NextEraEnergyResource

[s.com](#).

For more information about Gulf Power, visit [GulfPower.com](#) or the company's Facebook, Instagram and Twitter pages. News information can be found at [GulfPowerNews.com](#).

News Media Contacts:

Media Line: 561-694-4442

Gulf's Social Media



Gulf Power Company

November 22 at 5:28 PM · 🌐



Families in financial crisis due to the COVID-19 pandemic, sudden unemployment or other unforeseen hardships need our help with their monthly energy bills more than ever. Project SHARE provides the ability to help our neighbors in need. Project SHARE funds are distributed through The Salvation Army to customers across Northwest Florida. Sign up to help today!

<http://www.gulfpower.com/share>



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Gulf Power @GulfPower · Nov 28



Families in financial crisis due to the COVID-19 pandemic, sudden unemployment or other unforeseen hardships need help with their monthly energy bills more than ever. Project SHARE funds are distributed through The Salvation Army across Northwest Florida. gulfpower.com/share



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Gulf Power Company
November 28 at 4:58 PM · 🌐



Families in financial crisis due to the COVID-19 pandemic, sudden unemployment or other unforeseen hardships need our help with their monthly energy bills more than ever. Project SHARE provides the ability to help our neighbors in need. Project SHARE funds are distributed through The Salvation Army to customers across Northwest Florida. Sign up to help today!
<http://www.gulfpower.com/share>



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1 Comment



Gulf Power @GulfPower · Nov 15



Families in financial crisis due to the COVID-19 pandemic, sudden unemployment or other unforeseen hardships need help with their monthly energy bills more than ever. Project SHARE funds are distributed through The Salvation Army across Northwest Florida. gulfpower.com/share





Gulf Power Company
December 19 at 5:28 PM · 🌐



Families in financial crisis due to the COVID-19 pandemic, sudden unemployment or other unforeseen hardships need our help with their monthly energy bills more than ever. Project SHARE provides the ability to help our neighbors in need. Project SHARE funds are distributed through The Salvation Army to customers across Northwest Florida. Sign up to help today!
<http://www.gulfpower.com/share>



Gulf Power Company
December 18 at 12:58 PM · 🌐



Between COVID-19 and a record-setting storm season, it's easy to say 2020 has been a challenging year. To help with some of these challenges, we are donating \$134,500 to area organizations in December. <https://www.gulfpowernews.com/community-donations/>



GULFPOWERNEWS.COM

Gulf Power donates \$134,500 to support Northwest Florida community non-profit organizations | Gulf Power News



Gulf Power Company
December 14 at 11:28 AM · 🌐



Check out the latest on COVID-19 on the CDC website.
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

