



January 29, 2021

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

Re: Docket No. 20210000 – 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 December 2020.

Sincerely,

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

Richard Hume
Regulatory Issues Manager

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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: [December 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	10,668	n/a
Commercial / Industrial	805	n/a
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	15,791	n/a
Commercial / Industrial	1,459	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	\$ 3,292,995	n/a
Commercial / Industrial	\$ 509,538	n/a
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 9,253,736	n/a
Commercial / Industrial	\$ 1,588,139	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	4,666	68,990
Commercial / Industrial	142	1,281
Average Duration of Payment Arrangement ⁴	Reporting Month	-----
Residential	98	---
Commercial / Industrial	105	---
Percent of Customers Under a Payment Arrangement ⁵	Reporting Month	-----
Residential ⁶	1.90%	---
Commercial / Industrial ⁷	0.36%	---

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	\$ 677,582	\$ 15,706,745

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	30,043	41,133
Commercial / Industrial	1,670	3,493
Number of Accounts Disconnected from Service	Reporting Month	Prior Year Month
Residential	2,626	5,201
Commercial / Industrial	153	715
Number of Accounts Reconnected to Service ¹¹	Reporting Month	Prior Year Month
Residential	1,406	3,192
Commercial / Industrial	90	81

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	7	27
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) ¹³	21,853	665,299

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.
No policy changes in January 2021.

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



BILL DETAILS

Amount of your last bill	96.77
Payment(s) received - thank you	-96.77
Balance before new charges	\$0.00

GULF POWER AUTO PAY – DO NOT PAY

New Charges

Rate: RS - RS Residential Service	
Base charge	21.12
Energy charge	(459 kWh at \$0.08720) 40.02
Fuel charge	(459 kWh at \$0.03070) 14.09
Electric service amount	\$75.23
Gross receipts tax	1.93
Franchise charge	3.96
Utility tax	6.96
Taxes and charges	\$12.85
Total account charges	\$88.08
Total amount you owe	\$88.08

METER SUMMARY

Meter reading - Meter XXXX. Next meter reading Feb 3, 2021

Usage type	Current	-	Previous	=	Usage
kWh	39070		38611		459

ENERGY USE COMPARISON

	This Month	Last Month
Service to	Jan 5, 2021	Dec 3, 2020
kWh used	459	546
Service days	33	29
kWh/day	14	19
Amount	\$88.08	\$96.77

Save energy and money

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

[Start Saving](#)

Schedule your payment

Schedule and pay your monthly bill online whenever you like leading up to its due date.

[Learn more](#)

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 Social Media

Gulf Power December 2020 COVID social media – Facebook and Twitter

 **Gulf Power Company**
December 31, 2020 at 3:58 PM · 🌐

A year ago, few could have predicted how the 2020 holiday season would look. While it will be different this year, we at Gulf Power, wish you a safe and happy holiday season. Here are a few tips from the CDC to help you enjoy your holiday safely.
<https://www.cdc.gov/.../daily-life.../holidays/winter.html>



 **Gulf Power Company**
December 29, 2020 at 9:58 AM · 🌐

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>



Project SHARE: Give help to others when they need it most. 