



Matthew R. Bernier
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January 29, 2021

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 Financial impacts on utility customers, for the month of December 2020, as a result of the COVID-19 pandemic. The filing includes the following:

- Customer Impact Data related to COVID-19 for the month of December 2020
- Attachment A (Example of new customer communication/media notice re. past-due accounts, payment waivers, disconnection and reconnection policies within the last 30 days)

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
Enclosure

Customer Impact Data Related to COVID-19

Utility: DUKE ENERGY FLORIDA, LLC

Reporting Month: DECEMBER

*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	
	Number of Accounts	% of Total Customers	Number of Accounts	% of Total Customers
Residential	18,788	1.07%	16,417	0.96%
Commercial / Industrial	1,324	0.61%	1,229	0.57%
Number of Accounts 90+ days past due	Reporting Month		Prior Year Month	
	Number of Accounts	% of Total Customers	Number of Accounts	% of Total Customers
Residential	8,618	0.49%	10,153	0.59%
Commercial / Industrial	814	0.37%	632	0.29%

Amount in Arrears*				
Amount 60 -89 days past due	Reporting Month		Prior Year Month	
	Residential	\$3,151,712		\$1,861,013
Commercial / Industrial	\$760,259		\$637,832	
Amount 90+ days past due	Reporting Month		Prior Year Month	
	Residential	\$1,370,219		\$863,398
Commercial / Industrial	\$711,629		\$305,992	

*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	6,639		88,954
Commercial / Industrial	87		2,481	
Average Duration of New Payment Arrangement	Reporting Month		-----	
	Residential	7.72 months		-----
Commercial / Industrial	7.09 months		-----	
Percent of Customers Under a Payment Arrangement	Reporting Month		-----	
	Residential ¹	3.31%		-----
Commercial / Industrial ²	0.79%		-----	

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	\$827,403		\$9,342,810

³Difference 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	\$1,587,094	293,928	\$1,877,170
Commercial / Industrial	\$384,459	26,177	\$388,416	30,180

Customer Impact Data Related to COVID-19

Utility: **DUKE ENERGY FLORIDA, LLC**

Reporting Month: **DECEMBER**

*The report should include data as of the last day of reporting month
and is due by the last day of the following month*

Discontinuance of Service				
Number of Customers who received a Notice of Discontinuance of Service ⁴	Reporting Month		Prior Year Month	
	Total Notices	% of Total Customers	Total Notices	% of Total Customers
Residential	296,307	16.92%	319,399	18.68%
Commercial / Industrial	32,894	15.15%	33,993	15.86%

⁴ 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*	Reporting Month		Prior Year Month	
	Total Disconnections	% of Total Customers	Total Disconnections	% of Total Customers
Residential	10,428	0.60%	10,970	0.64%
Commercial / Industrial	501	0.23%	342	0.16%

Number of Customers Reconnected to Service	Reporting Month		Prior Year Month	
	Total Reconnections	% of Total Customers	Total Reconnections	% of Total Customers
Residential	9,716	0.55%	10,058	0.59%
Commercial / Industrial	472	0.22%	274	0.13%

* 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 1/15/2021, there have been over 1,195 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.)	1,142,672	30,287,665
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	1,846	1,201,787

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.

Attachment A



AARP Florida

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Attention seniors! @dukeenergy Florida is continuing to offer electric bill assistance to residential customers impacted by COVID-19. Please visit <http://spr.ly/6189H3af1> to learn more.

