



Matthew R. Bernier  
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February 26, 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 January 2021, as a result of the COVID-19 pandemic. The filing includes the following:

- Customer Impact Data related to COVID-19 for the month of January 2021
- Attachment A (Examples of new customer communication/media notices 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  
Enclosures

### Customer Impact Data Related to COVID-19

Utility: DUKE ENERGY FLORIDA, LLC

Reporting Month: JANUARY

*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	13,119	0.83%	14,133	0.92%
Commercial / Industrial	1,438	0.71%	1,088	0.55%
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	8,742	0.56%	9,864	0.64%
Commercial / Industrial	961	0.48%	689	0.35%

Amount in Arrears <sup>1</sup>		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
	Residential	\$2,105,697
Commercial / Industrial	\$694,450	\$514,171
Amount 90+ days past due	Reporting Month	Prior Year Month
	Residential	\$1,345,713
Commercial / Industrial	\$885,572	\$362,158

<sup>1</sup> 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	4,633
Commercial / Industrial	70	2,551
Average Duration of New Payment Arrangement	Reporting Month	-----
	Residential	8.24 months
Commercial / Industrial	8.19 months	-----
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
	Residential <sup>2</sup>	3.19%
Commercial / Industrial <sup>3</sup>	0.68%	-----

<sup>2</sup> Number of residential customers under a payment arrangement/total number of residential customers.

<sup>3</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>4</sup>	\$1,123,887

<sup>4</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. No storm impacts to chargeoffs in the reporting period.

Late Fees				
Number of Assessed Late Fees	Reporting Month		Prior Year Month	
	Residential	\$1,658,044	305,859	\$1,480,683
Commercial / Industrial	\$403,394	31,619	\$241,815	24,884

## Customer Impact Data Related to COVID-19

Utility: **DUKE ENERGY FLORIDA, LLC**

Reporting Month: **JANUARY**

*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 <sup>5</sup>	Reporting Month		Prior Year Month	
	Total Notices	% of Total Customers	Total Notices	% of Total Customers
Residential	243,707	15.48%	260,199	16.85%
Commercial / Industrial	31,428	15.62%	25,846	12.95%

<sup>5</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	Reporting Month		Prior Year Month	
	Total Disconnections	% of Total Customers	Total Disconnections	% of Total Customers
Residential	10,851	0.69%	10,252	0.66%
Commercial / Industrial	257	0.13%	393	0.20%

Number of Customers Reconnected to Service	Reporting Month		Prior Year Month	
	Total Reconnections	% of Total Customers	Total Reconnections	% of Total Customers
Residential	9,053	0.57%	9,281	0.60%
Commercial / Industrial	179	0.09%	307	0.15%

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.)	4	113
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	744	1,202,531

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**



# Our Ongoing Support for COVID-19

Learn about ways we can help.

[FIND OUT NOW](#)

## MANAGE ACCOUNT

Username/Email

Password

Remember Username/Email

SIGN IN

REGISTER

NEED HELP?

Pay Bill

Start, Stop or Move Service

Rates & Tariffs

Ask a Question

## Products & Services

Find the products and services you need to bring energy efficiency to light.

# Our response to COVID-19

As a provider of an essential service, we remain committed to delivering reliable power as well as protecting the health and safety of our customers and employees. We're here to help those still dealing with financial hardship and to support our communities through the gradual process of economic recovery. We encourage you to stay safe and continue to follow all precautions advised by state and federal health officials.

[EN ESPAÑOL](#)

## Customer Assistance



Many in our communities are still facing economic hardships. Learn more about available financial assistance programs and how to avoid potential scams.

[CUSTOMER ASSISTANCE](#)  
[LOW-INCOME ASSISTANCE \(LIHEAP\)](#)  
[BEWARE OF SCAMS](#)

## Billing & Payments



You can pay your bill online, by phone or through our app. We also have a variety of payment options to make it easier for you to budget right now.

[PAYMENT OPTIONS](#)  
[CUSTOMER SERVICE](#)  
[PAYMENT ARRANGEMENTS](#)

## Manage Energy Use



Increased time at home means increased energy use. Help lower your energy bill and avoid high bill surprises with a few tips.

[LEARN AND SAVE](#)  
[WINTER SAVINGS TIPS](#)

## FAQs



Get answers to your questions about how Duke Energy is responding to COVID-19.

[VIEW FAQs](#)

## Helpful Resources for Business Customers



Find energy tips and programs specifically geared toward helping businesses save money and energy.

[BUSINESS RESOURCES](#)

## Supporting Our Communities



The Duke Energy Foundation is providing meals for children affected by school closings, supporting critical health care workers and more in response to COVID-19.

[DUKE ENERGY'S IMPACT](#)

## Ensuring Reliability & Protecting Customers



We're working hard to keep the power on and our employees and the community safe.

[LEARN MORE](#)

## News Releases & Executive Orders



[NEWS RELEASES](#)  
[EXECUTIVE AND REGULATORY ORDERS](#)

## Stay Informed



Keep your phone number up to date so we can inform you of financial assistance, flexible payment arrangements and any other changes. We're here to help those still facing economic hardship and to support our communities through recovery.

[UPDATE MY ACCOUNT](#)

Follow us on social media



**Text**

Duke Energy: Our records indicate your electric service may have been disconnected for nonpayment. Please call 866-597-0637 to discuss options available to restore service. We're here to help. If your service has already been restored or was not affected, please disregard. Text STOP to cancel.

**Outbound Robo-Call**

This is an important call from Duke Energy. Our records show that your electric service may have been disconnected for nonpayment. If you need assistance please call eight, six, six, five, nine, seven, zero, six, three, seven, to discuss options available to restore your service. We are here to help. If your service has already been restored or was not affected, please disregard this message. Press the pound key to hear this message again.

**Inbound Call**

This is the Duke Energy information line. We called with an important message about your account. Our records show that your electric service may have been disconnected for nonpayment. If you need assistance please call eight, six, six, five, nine, seven, zero, six, three, seven, to discuss options available to restore your service. We are here to help. If your service has already been restored or was not affected, please disregard this message. Press the pound key to hear this message again.