



February 26, 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 January 2021.

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: [January 2021](#)

*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 <sup>1</sup>		
Number of Accounts 60 -89 days past due	Reporting Month	Prior Year Month
Residential	5,529	n/a
Commercial / Industrial	511	n/a
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	11,890	n/a
Commercial / Industrial	1,209	n/a

<sup>1</sup> 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 <sup>2</sup>		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$ 2,192,947	n/a
Commercial / Industrial	\$ 381,627	n/a
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 6,747,926	n/a
Commercial / Industrial	\$ 1,462,962	n/a

<sup>2</sup> 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 <sup>3</sup>	Reporting Month	March 2020 through Current (cumulative)
Residential	3,851	72,841
Commercial / Industrial	91	1,372
Average Duration of Payment Arrangement <sup>4</sup>	Reporting Month	-----
Residential	78	---
Commercial / Industrial	79	---
Percent of Customers Under a Payment Arrangement <sup>5</sup>	Reporting Month	-----
Residential <sup>6</sup>	2.59%	---
Commercial / Industrial <sup>7</sup>	0.45%	---

<sup>3</sup> Total payment arrangements granted through all channels during the reporting month and cumulative.

<sup>4</sup> Average duration in days of total payment arrangements granted through all channels.

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

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

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

<b>Bad Debt<sup>8</sup></b>		
<b>Incremental Bad Debt</b>	<b>Reporting Month</b>	<b>March 2020 through Current (cumulative)</b>
Incremental Bad Debt <sup>9</sup>	\$ 810,719	\$ 16,517,464

<sup>8</sup> Total Bad Debt for the reporting period less the three-year average for the same time period

<sup>9</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. The three-year average excludes January 2020 data due to billing system conversion and instead includes January 2017-2019 data.

<b>Late Fees<sup>10</sup></b>		
<b>Number of Assessed Late Fees</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	n/a	n/a
Commercial / Industrial	n/a	n/a

<sup>10</sup> Gulf Power does not assess late fees.

<b>Discontinuance of Service</b>		
<b>Number of Accounts who received a Notice of Discontinuance of Service</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	42,042	31,601
Commercial / Industrial	2,714	2,336
<b>Number of Accounts Disconnected from Service</b>	<b>Reporting Month</b>	<b>Prior Year Month<sup>12</sup></b>
Residential	4,860	1,534
Commercial / Industrial	189	189
<b>Number of Accounts Reconnected to Service<sup>11</sup></b>	<b>Reporting Month</b>	<b>Prior Year Month<sup>12</sup></b>
Residential	3,661	970
Commercial / Industrial	108	26

<sup>11</sup> 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.

<sup>12</sup> Prior year month reflects the mid-month suspension of service disconnection in anticipation of the customer billing system conversion

<b>Customer Communications</b>		
<b>Communications</b>	<b>Reporting Month</b>	<b>March 2020 through Current (cumulative)</b>
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.) <sup>13</sup>	5	32
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) <sup>14</sup>	0	665,299

<sup>13</sup> Instances of mass communication to customers resulting from COVID-19 (e.g., social media, news releases, etc.)

<sup>14</sup> Volume of incremental individual customer communication outside of mass communication (e.g., outbound calls, emails, letters)

<b>Customer Communications</b>
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 updates in February 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	127.68
Payment(s) received - thank you	-127.68
-----	
Balance before new charges	\$0.00
<b>New Charges</b>	
Rate: RS - RS Residential Service	
Base charge	19.84
Energy charge	(905 kWh at \$0.08720) 78.92
Fuel charge	(905 kWh at \$0.03070) 27.78
-----	
Electric service amount	\$126.54
Gross receipts tax	3.25
Franchise charge	6.66
-----	
Taxes and charges	\$9.91
Total account charges	\$136.45
<b>Total amount you owe</b>	<b>\$136.45</b>

**METER SUMMARY**

Meter reading - Meter XXXX. Next meter reading Mar 9, 2021

<b>Usage type</b>	<b>Current</b>	<b>-</b>	<b>Previous</b>	<b>=</b>	<b>Usage</b>
kWh	25268		24363		905

**ENERGY USE COMPARISON**

	<b>This Month</b>	<b>Last Month</b>	<b>Last Year</b>
Service to	Feb 8, 2021	Jan 8, 2021	Feb 7, 2020
kWh used	905	836	738
Service days	31	31	29
kWh/day	29	27	25
Amount	\$136.45	\$127.68	\$113.69

**Lower temps, higher bills**

Cold weather can drive up your energy usage and your bill. Get tips and tools to better manage your usage.

[Savings Tips](#)

**Save energy and money**

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

[Start Saving](#)

**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 Company**  
February 19 at 9:58 AM · 🌐

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



👍 Like    💬 Comment    ➦ Share    👤

**Gulf Power Company**  
February 11 at 5:59 PM · 🌐

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



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

**Gulf Power Company**  
February 10 at 9:58 AM · 🌐

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



**Gulf Power Company**  
January 31 at 5:28 PM · 🌐

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



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