



March 31, 2021

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

Re: Financial impacts on utility customers as a result of the COVID-19 pandemic
FPSC Docket No. 20210000-OT

Dear Mr. Teitzman:

Enclosed is Peoples Gas System's Customer Impact Data related to COVID-19 for the month of February 2021.

If you have any questions, please contact me at (813) 228-1444.

Sincerely,

/s/ Paula K. Brown

pkbrown@tecoenergy.com

Paula K. Brown
Manager, Regulatory Coordination
Regulatory Affairs
regdept@tecoenergy.com
pkbrown@tecoenergy.com

Enclosure(s)

cc: Andrew Brown
Kandi M. Floyd
Derrick MacDonald

Customer Impact Data Related to COVID-19

Utility: Peoples Gas

Reporting Month: February 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		
Number of Accounts 60 -89 days past due	Reporting Month	Prior Year Month
Residential	2,838	1,823
Commercial / Industrial	147	89
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	5,426	3,248
Commercial / Industrial	380	228

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$276,339	\$124,748
Commercial / Industrial	\$131,608	\$67,745
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$525,229	\$301,557
Commercial / Industrial	\$294,704	\$209,493

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	1,985	23,990
Commercial / Industrial	205	2,693
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	31	---
Commercial / Industrial	40	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	0.5%	---
Commercial / Industrial ²	0.5%	---

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	\$186,570	\$742,903

³ 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		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	55,431	60,012
Commercial / Industrial	5,808	6,083

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	1,708	15,632
Commercial / Industrial	1,609	6,377
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	722	1,558
Commercial / Industrial	73	138
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	523	1,240
Commercial / Industrial	56	78

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	Social Media Post - 4	COVID -19 Mass emails - 3 Social Media Post - 47 Bill Onsert - 2 News Release - 4 Print Message on Bill - 2 Website Update -2
Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)	Gas Phone Calls - 778 Gas Final Notices - 2,873 Combination Billing (PGS&TEC) - Phone Calls - 26 Combination Billing(PGS&TEC) Final Notices - 444	Gas Emails - 15,755 Gas Phone Calls - 14,982 Gas Final Notices - 19,764 Combination Billing (PGS&TEC) Emails - 6,895 Combination Billing (PGS&TEC) Phone Calls -2,737 Combination Billing (PGS&TEC) Final Notices - 6,479

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 Attachment 1	
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. N/A	

Peoples Gas Social Media Posts – Feb. 2021

 Peoples Gas
Published by Tracy Cartagena · February 26 at 2:10 PM ·  

The pandemic continues to challenge people across Florida. If you want to help those in need, consider donating to the Share program. Share is administered by [The Salvation Army of Florida](#) and helps with utility bill payment. Your contribution will immediately go to those who applied but are on the program's waiting list. If you need help or want to contribute call 211 or visit: <https://www.peoplesgas.com/company/community/share/>

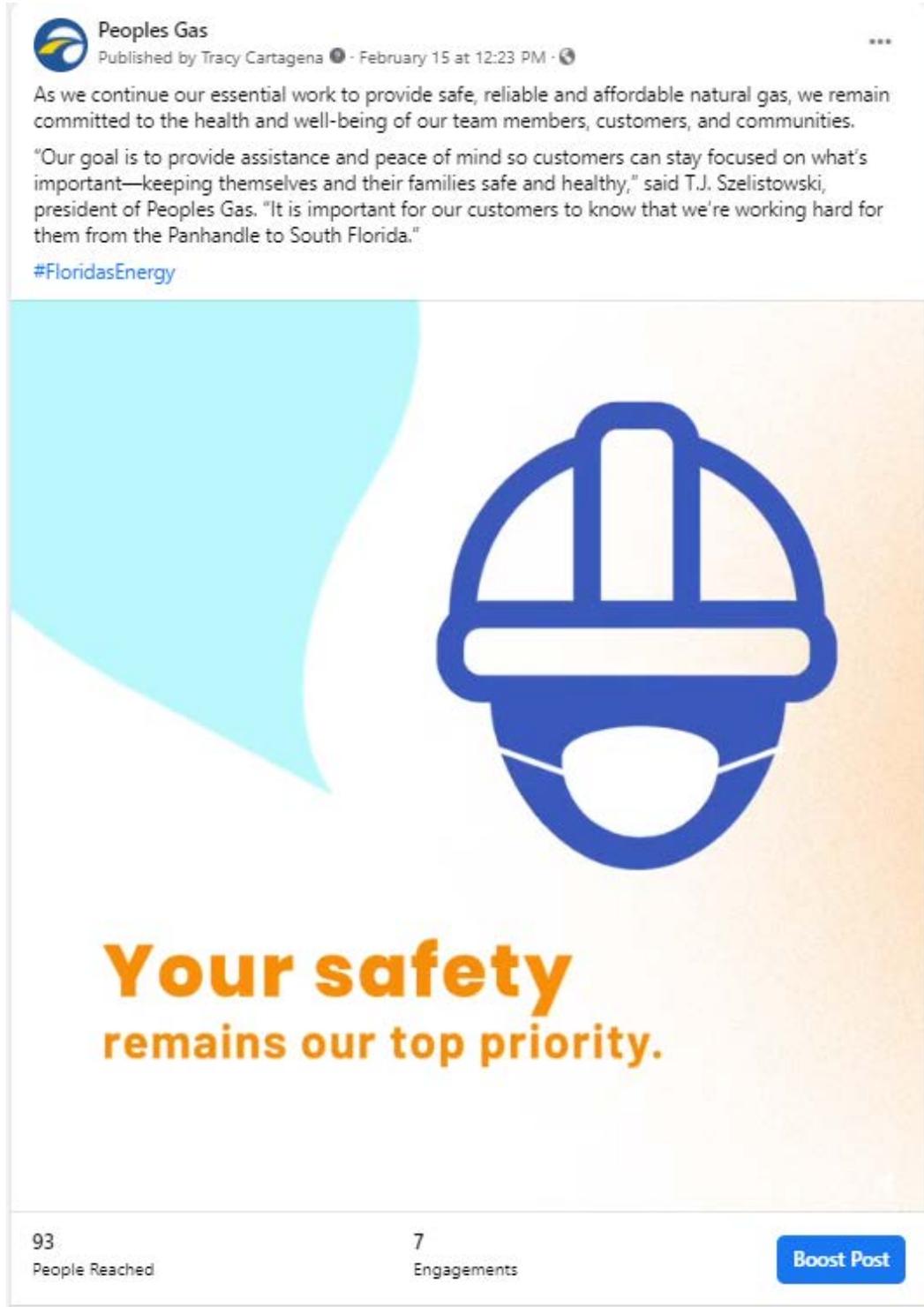


108
People Reached

6
Engagements

[Boost Post](#)

The image shows a Facebook post from Peoples Gas. At the top left is the Peoples Gas logo, a stylized 'P' with a flame. To its right, the text reads 'Peoples Gas' and 'Published by Tracy Cartagena · February 18 at 11:03 AM ·'. Below this is a short paragraph: 'We're here to help if COVID-19 is making it hard for you to pay bills. We can also help connect you with available resources for additional assistance. <https://www.peoplesgas.com/updates/>'. The main body of the post is a dark grey rectangle with white text on the left: 'If this challenging time is making it hard to pay your bill, help is available.' On the right side of this rectangle is a photograph of a pair of hands holding a bright red heart. At the bottom right of the grey rectangle is a blue button with white text: 'PeoplesGas.com/Updates'. In the bottom right corner of the grey rectangle is the logo for 'TECO PEOPLES GAS AN EVERS COMPANY'. Below the grey rectangle is a white bar with statistics: '149 People Reached' and '9 Engagements'. To the right of these statistics is a blue 'Boost Post' button. At the bottom left of the white bar is a thumbs-up icon followed by the number '5'.



Peoples Gas
Published by Tracy Cartagena · February 15 at 12:23 PM ·

As we continue our essential work to provide safe, reliable and affordable natural gas, we remain committed to the health and well-being of our team members, customers, and communities.

"Our goal is to provide assistance and peace of mind so customers can stay focused on what's important—keeping themselves and their families safe and healthy," said T.J. Szelistowski, president of Peoples Gas. "It is important for our customers to know that we're working hard for them from the Panhandle to South Florida."

[#FloridasEnergy](#)



Your safety
remains our top priority.

93
People Reached

7
Engagements

[Boost Post](#)



TECO Peoples Gas
@TECOPeoplesGas



We're here to help if COVID-19 is making it hard for you to pay bills. We can also help connect you with available resources for additional assistance.

peoplesgas.com/updates



11:04 AM · Feb 18, 2021 · Twitter Web App