



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 Tampa Electric Company'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
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Enclosure(s)

cc: Jeff Whalen
Billy Stiles

Customer Impact Data Related to COVID-19

Utility: Tampa Electric Company

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	6,273	1,788
Commercial / Industrial	400	130
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	10,157	4,722
Commercial / Industrial	604	344

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$1,320,215	\$336,430
Commercial / Industrial	\$305,468	\$152,991
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$2,760,507	\$1,053,904
Commercial / Industrial	\$676,673	\$1,216,813

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	13,067	177,670
Commercial / Industrial	413	7,706
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	33	---
Commercial / Industrial	31	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	1.8%	---
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	\$415,236	\$5,211,629

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	148,819	160,802
Commercial / Industrial	11,027	12,739

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	13,966	95,294
Commercial / Industrial	2,455	6,224
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	3,858	9,042
Commercial / Industrial	150	212
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	3,531	8,851
Commercial / Industrial	131	200

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 - 4 Website update - 2 Social Media Post - 48 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.)	Electric Phone Call - 899 Electric Final Notices -15,977 Combination Billing (TEC&PGS) Phone Calls - 26 Combination Billing (TEC&PGS) Final Notices - 444	Electric Emails - 86,677 Electric Phone Calls -88,159 Electric Final Notices - 198,559 Combination Billing (TEC&PGS) Emails - 6,895 Combination Billing (TEC&PGS) Phone Calls - 2,737 Combination Billing (TEC&PGS) 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. 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

Tampa Electric Social Media Posts – Feb. 2021

 **Tampa Electric**
Published by Hootsuite · February 26 at 12:02 PM

If you want to help those in need during the pandemic, please consider donating to the Share program. The program aims to assist customers having difficulty making utility bill payments and is administered by the Salvation Army, specifically to provide utility bill assistance. For more information, visit <http://ow.ly/9DjN50DKHXR>



4,514
People Reached

518
Engagements

Boost Post

 391

6 Comments 28 Shares

 Like  Comment  Share

Most Relevant

 **Tampa Electric**
Published by Hootsuite · February 16 at 12:02 PM ·

We're here to help if you're experiencing hardship as a result of [#COVID19](#) and need help with your bill. There are resources available. Learn more at: <http://ow.ly/6qEd50DBwTx>



5,641
People Reached

446
Engagements

[Boost Post](#)

 290

6 Comments 12 Shares

 **Tampa Electric**
Published by Hootsuite · February 15 at 12:02 PM

As we continue our essential work to provide safe and reliable electricity, we are taking extra safety precautions, including enhanced sanitation procedures and a commitment to social distancing. [#essentialwork](#) [#safety](#)



COVID-19 UPDATE 

7,206 People Reached 678 Engagements [Boost Post](#)

 449 9 Comments 11 Shares

 **Tampa Electric**
Published by Hootsuite · February 9 at 12:03 PM

We're ecstatic the [Tampa Bay Buccaneers](#) won the big game. We're even prouder to partner with them on Share, a program that helps our neighbors keep their lights on or gas flowing. The Bucs made an impact on the field; read more to see how they teamed up with us to make an impact on this family in need. <http://ow.ly/pyh650Dvrzj>.



6,546
People Reached

655
Engagements

[Boost Post](#)

 455

9 Comments 34 Shares

 Like  Comment  Share