



March 31, 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 February 2021.

Sincerely,

A handwritten signature in blue ink that reads 'Richard Hume'.

Richard Hume  
Regulatory Issues Manager

md

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: [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 <sup>1</sup>		
Number of Accounts 60 -89 days past due	Reporting Month	Prior Year Month
Residential	4,702	n/a
Commercial / Industrial	334	n/a
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	10,742	n/a
Commercial / Industrial	1,024	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	\$ 1,667,002	n/a
Commercial / Industrial	\$ 284,521	n/a
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 6,547,930	n/a
Commercial / Industrial	\$ 1,432,243	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	3,169	76,010
Commercial / Industrial	55	1,427
Average Duration of Payment Arrangement <sup>4</sup>	Reporting Month	-----
Residential	63	---
Commercial / Industrial	75	---
Percent of Customers Under a Payment Arrangement <sup>5</sup>	Reporting Month	-----
Residential <sup>6</sup>	2.48%	---
Commercial / Industrial <sup>7</sup>	0.40%	---

<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.

Bad Debt <sup>8</sup>		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt <sup>9</sup>	\$ 692,316	\$ 17,209,780

<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 February 2020 data due to billing system conversion and instead includes February 2017-2019 data.

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

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

Discontinuance of Service		
Number of Accounts who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	34,462	28,254
Commercial / Industrial	2,130	2,284
Number of Accounts Disconnected from Service	Reporting Month	Prior Year Month <sup>12</sup>
Residential	2,152	0
Commercial / Industrial	132	0
Number of Accounts Reconnected to Service <sup>11</sup>	Reporting Month	Prior Year Month <sup>12</sup>
Residential	1,703	0
Commercial / Industrial	63	0

<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 suspension of collections activity in anticipation of the customer billing system conversion

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.) <sup>13</sup>	21	53
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)

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 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 March 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	184.74
Payment(s) received - thank you	-184.74
Balance before new charges	\$0.00

#### New Charges

Rate: RS - RS Residential Service

Base charge		17.92
Energy charge	(822 kWh at \$0.08720)	71.68
Fuel charge	(822 kWh at \$0.03070)	25.24
Electric service amount		\$114.84

Gross receipts tax	2.95
Franchise charge	6.04
Taxes and charges	\$8.99

Total account charges	\$123.83
<b>Total amount you owe</b>	<b>\$123.83</b>

### METER SUMMARY

Meter reading - Meter XXXX. Next meter reading Mar 18, 2021

<b>Usage type</b>	<b>Current</b>	<b>-</b>	<b>Previous</b>	<b>=</b>	<b>Usage</b>
kWh	53500		52678		822

### ENERGY USE COMPARISON

	<b>This Month</b>	<b>Last Month</b>	<b>Last Year</b>
Service to	Feb 16, 2021	Jan 19, 2021	Feb 18, 2020
kWh used	822	1274	1042
Service days	28	33	32
kWh/day	29	39	33
Amount	\$123.83	\$184.74	\$154.34

#### 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 22 · 🌐



Families in financial crisis due to the COVID-19 pandemic, sudden unemployment or other unforeseen hardships need our help with their monthly energy bills more than ever. Project SHARE provides the ability to help our neighbors in need. Project SHARE funds are distributed through The Salvation Army to customers across Northwest Florida. Sign up to help today!  
<http://www.gulfpower.com/share>



Gulf Power Company

February 26 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**  @GulfPower · Feb 11 ...

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. [gulfpower.com/share](http://gulfpower.com/share)



**Gulf Power**  @GulfPower · Feb 3 ...

Check out the latest on COVID-19 on the CDC website. [cdc.gov/coronavirus/20...](https://www.cdc.gov/coronavirus/20...)

