



April 30, 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 March 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: [March 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	4,381	n/a
Commercial / Industrial	362	n/a
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	8,793	n/a
Commercial / Industrial	755	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.

Amount in Arrears <sup>2</sup>		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$ 1,745,454	n/a
Commercial / Industrial	\$ 301,363	n/a
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 5,983,740	n/a
Commercial / Industrial	\$ 1,323,140	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.

Payment Arrangements		
Number of Payment Arrangements <sup>3</sup>	Reporting Month	March 2020 through Current (cumulative)
Residential	1,688	77,698
Commercial / Industrial	54	1,481
Average Duration of Payment Arrangement <sup>4</sup>	Reporting Month	-----
Residential	64	---
Commercial / Industrial	77	---
Percent of Customers Under a Payment Arrangement <sup>5</sup>	Reporting Month	-----
Residential <sup>6</sup>	1.76%	---
Commercial / Industrial <sup>7</sup>	0.33%	---

<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>	\$ 40,724	\$ 16,871,479

<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 March 2020 data due to billing system conversion and instead includes March 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<sup>12</sup></b>
Residential	43,549	0
Commercial / Industrial	2,960	0
<b>Number of Accounts Disconnected from Service</b>	<b>Reporting Month</b>	<b>Prior Year Month<sup>12</sup></b>
Residential	4,745	0
Commercial / Industrial	243	0
<b>Number of Accounts Reconnected to Service<sup>11</sup></b>	<b>Reporting Month</b>	<b>Prior Year Month<sup>12</sup></b>
Residential	4,117	0
Commercial / Industrial	179	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.

<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>	21	74
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 April 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 Social Media**

**Gulf Power Company**  
 March 12 · 🌐

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**  
 March 14 · 🌐

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.**



1 Share

**Gulf Power Company**  
 March 30 at 11:52 AM · 🌐

**COVID Stories**



*"you guys made it happen"*

**United Way Emerald Coast**  
 March 30 at 10:01 AM · 🌐

Many individuals in our community have faced hunger & homelessness this year because of the pandemic. Here's how we were able to help Drew stay in his home - t... See More



**Gulf Power** ✓ @GulfPower · Mar 12



Check out the latest on COVID-19 on the CDC website.  
[cdc.gov/coronavirus/20...](https://www.cdc.gov/coronavirus/2019-nCoV/)



**Gulf Power** ✓ @GulfPower · Mar 8



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](https://www.gulfpower.com/share)

