



April 30, 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 March 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: 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		
Number of Accounts 60 -89 days past due	Reporting Month	Prior Year Month
Residential	4,827	2,152
Commercial / Industrial	275	160
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	9,301	4,602
Commercial / Industrial	673	372

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$1,003,128	\$351,523
Commercial / Industrial	\$133,883	\$111,266
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$2,503,256	\$1,033,203
Commercial / Industrial	\$613,937	\$1,254,789

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	11,116	188,786
Commercial / Industrial	475	8,181
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	36	---
Commercial / Industrial	25	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	1.3%	---
Commercial / Industrial ²	0.4%	---

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	\$25,491	\$5,237,120

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	146,375	155,189
Commercial / Industrial	12,172	12,625

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	13,925	43,526
Commercial / Industrial	2,767	2,837
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	3,868	4,544
Commercial / Industrial	166	126
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	3,566	4,812
Commercial / Industrial	137	126

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 - 2 News Release - 2	COVID -19 Mass emails - 4 Website update - 2 Social Media Post - 50 Bill Onsert - 2 News Release - 6 Print Message on Bill - 2 Website Update - 2
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	Electric Phone Call - 701 Electric Final Notices -16,204 Combination Billing (TEC&PGS) Phone Calls - 19 Combination Billing (TEC&PGS) Final Notices - 488	Electric Emails - 86,677 Electric Phone Calls -88,860 Electric Final Notices - 214,763 Combination Billing (TEC&PGS) Emails - 6,895 Combination Billing (TEC&PGS) Phone Calls - 2,756 Combination Billing (TEC&PGS) Final Notices - 6,967

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

March 2021 COVID-related social media posts (Tampa Electric)

Tampa Electric
Published by Hootsuite · March 30 at 12:02 PM · 🌐

From powering your laptop to your coffeemaker, lineworkers across our territory are working tirelessly to keep the lights on and maintain essential electrical services in your community. Show them your appreciation and practice physical distancing.
[#PoweringThruTogether](#)

COVID-19 UPDATE ⚠️

7,441 People Reached 722 Engagements [Boost Post](#)

👍❤️👎 415 23 Comments 27 Shares

👍 Like 💬 Comment ➦ Share

Most Relevant ▾

Comment as Tampa Electric 😊 📷 GIF 🗨️

[View comments](#)

<https://www.facebook.com/tampaelectric/photos/a.433845279347/10160687562469348>



If you are facing financial difficulties created by the pandemic and need bill payment assistance, visit ow.ly/qz4950DR2R7 to learn about payment options and resources available to you. [#PoweringThruTogether](#)



12:02 PM · Mar 5, 2021 · Hootsuite Inc.

<https://www.facebook.com/tampaelectric/photos/10160614289319348>

March 2021 COVID-related e-News Update e-newsletter (Tampa Electric)

March 18, 2021



Stay alert. Scammers know just when to strike.

The number of reported scams is on the rise as more and more people are scheduling appointments to receive COVID-19 vaccines. Stay alert and watch out for texts and robocalls that ask you to pay money upfront to get on a list to receive a vaccine. Avoid clicking on links in texts that arrive out of the blue. We suggest that you check with your county health department to learn when and how to get a COVID-19 vaccine. Be suspicious of anyone contacting you and asking for personal information.

We're also seeing an increase in scammers targeting Tampa Electric customers, demanding payment over the phone or face disconnection. If you receive a call like this, hang up and remember that:

- Tampa Electric will never call to ask for credit card or debit card numbers.
- We will never ask you to purchase a prepaid credit or debit card.
- We will never ask you to purchase money cards or complete payment through a cash app (like Zelle).

If in doubt, hang up and call Tampa Electric at 888-223-0800 weekdays from 7:30 a.m. to 6:00 p.m. Click below for additional tips that can help you avoid the scammers!

[Learn more](#)

Visit our [Power Blog](#) to read more articles.

March 2021 COVID-related e-News Update e-newsletter (Tampa Electric)

March 4, 2021

[View this email in your browser](#)



Learn how the Bucs score off the field, too.

When Myai Grimes lost her job because of COVID-19, she wasn't sure how she would feed her six children, much less keep the power on.

Then the Tampa Bay Buccaneers stepped in. Myai received help from the team through the Tampa Electric and Peoples Gas Share program that helps people struggling to pay their energy bills. And when a few Tampa Electric employees joined the effort, it was a score for the Grimes family.

[Read the story](#)

Visit our [Power Blog](#) to read more articles.