



May 28, 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 April 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: April 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	4,605	6,335
Commercial / Industrial	257	375
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	8,229	5,584
Commercial / Industrial	629	450

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$952,345	\$685,967
Commercial / Industrial	\$113,276	\$204,952
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$2,254,394	\$1,209,235
Commercial / Industrial	\$561,065	\$1,296,670

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	8,689	197,475
Commercial / Industrial	344	8,525
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	33	---
Commercial / Industrial	23	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	1.2%	---
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	\$271,928	\$5,509,048

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	141,335	166,053
Commercial / Industrial	11,536	16,155

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	11,937	0
Commercial / Industrial	2,464	0
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	3,288	0
Commercial / Industrial	125	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	2,956	0
Commercial / Industrial	112	0

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 -1 Website Update - 1	COVID -19 Mass emails - 4 Website update - 3 Social Media Post - 51 Bill Onsert - 2 News Release - 6 Print Message on Bill - 2
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	Electric Phone Call - 779 Electric Final Notices -13,952 Combination Billing (TEC&PGS) Phone Calls - 16 Combination Billing (TEC&PGS) Final Notices - 449	Electric Emails - 86,677 Electric Phone Calls -89,639 Electric Final Notices - 228,715 Combination Billing (TEC&PGS) Emails - 6,895 Combination Billing (TEC&PGS) Phone Calls - 2,772 Combination Billing (TEC&PGS) Final Notices - 7,416

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

April 2021 COVID-related Web content added (Tampa Electric and Peoples Gas)

Added Rental and Utility Bill Assistance on:

<https://www.tampaelectric.com/residential/payment-options/payment-assistance/>

<https://www.peoplesgas.com/residential/payment-options/payment-assistance/>

Emergency Rental and Utility Bill Assistance

NEW IN 2021 Several Florida cities and counties have received additional emergency rental assistance funding through the [Florida Emergency Rental Assistance Program](#) to assist households that are unable to pay rent and utilities due to hardship related to COVID-19.

Eligible households may receive up to 12 months of rent and/or utility assistance. An additional three months of assistance will be available to the most vulnerable households at risk of losing housing (up to 18 months maximum), while funds are available.

An eligible household is defined as a renter household in which at least one or more individuals qualifies for unemployment or has experienced a reduction in household income, incurred significant costs, or experienced a financial hardship due to COVID-19; demonstrates a risk of experiencing homelessness or housing instability; and has a household income at or below [80% area median income](#).

Apply for assistance: [View this list of cities and counties](#) that include a link to complete an application for rent and utility bill assistance. The application can be submitted by either an eligible household or by a landlord on behalf of that eligible household. Funds will be paid directly to landlords and utility service providers.

Additional details for [customers residing in the city of Tampa and/or Hillsborough County](#).

Added Restaurant Revitalization Assistance on:

<https://www.tampaelectric.com/business/payment-options/business-assistance/>
<https://www.peoplesgas.com/business/payment-options/business-assistance/>

Restaurant Revitalization Fund

The American Rescue Plan Act established the Restaurant Revitalization Fund (RRF) to provide financial assistance to restaurants and other eligible businesses that continue to face COVID-19-related hardship to stay open. This program will provide restaurants with funding equal to their pandemic-related revenue loss up to \$10 million per business and no more than \$5 million per physical location. Recipients are not required to repay the funding as long as funds are used for eligible uses no later than March 11, 2023.

Eligible for Assistance

- Restaurants
- Food stands, food trucks, food carts
- Caterers
- Bars, saloons, lounges, taverns
- Snack and nonalcoholic beverage bars
- Bakeries (onsite sales to the public comprise at least 33 percent of gross receipts)
- Brewpubs, tasting rooms, taprooms (onsite sales to the public comprise at least 33 percent of gross receipts)
- Breweries and/or microbreweries (onsite sales to the public comprise at least 33 percent of gross receipts)
- Wineries and distilleries (onsite sales to the public comprise at least 33 percent of gross receipts)
- Inns (onsite sales of food and beverage to the public comprise at least 33 percent of gross receipts)
- Licensed facilities or premises of a beverage alcohol producer where the public may taste, sample, or purchase products

For more information on requirements and to download a sample application please visit the U.S. Small Business Administration [Restaurant Revitalization Fund](#) page.

Restaurant Revitalization Fund. (2021). Retrieved April 22, 2021, from <https://www.sba.gov/funding-programs/loans/covid-19-relief-options/restaurant-revitalization-fund>.

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

The image shows a screenshot of a Facebook post from Tampa Electric. The post is dated April 2, 2021, and was published via Hootsuite. The text of the post reads: "If you are experiencing hardship as a result of COVID-19, we're here for you. Learn more about resources available to help pay your bill: <http://ow.ly/2SyM50Ef2ml>". Below the text is a photograph of a young woman and man sitting at a table in a kitchen. The woman is on the phone, and the man is looking at a document. On the table are a laptop, a calculator, a coffee pot, and a coffee cup. The Tampa Electric logo (TECO) is visible in the bottom right corner of the photo. Below the photo, the post shows 5,869 People Reached and 507 Engagements. There is a blue "Boost Post" button. At the bottom, it shows 350 likes, 3 comments, and 21 shares.

Tampa Electric
Published by Hootsuite · April 2 ·

If you are experiencing hardship as a result of COVID-19, we're here for you. Learn more about resources available to help pay your bill:
<http://ow.ly/2SyM50Ef2ml>

5,869 People Reached 507 Engagements Boost Post

350 3 Comments 21 Shares

<https://www.facebook.com/tampaelectric/photos/a.433845279347/10160695991139348/>