



May 28, 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 April 2021.

Sincerely,

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

Richard Hume
Regulatory Issues Manager

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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: [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 ¹		
Number of Accounts 60 -89 days past due	Reporting Month	Prior Year Month ²
Residential	4,204	15,595
Commercial / Industrial	429	1,421
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month ²
Residential	6,465	10,130
Commercial / Industrial	672	825

¹ 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).

² Prior year month reflects the COVID-19 impact to delinquent accounts resulting from financial hardship coupled with suspension of collections in response to the pandemic.

Amount in Arrears ³		
Amount 60 -89 days past due	Reporting Month	Prior Year Month ⁴
Residential	\$ 1,163,713	\$ 4,280,465
Commercial / Industrial	\$ 717,169	\$ 1,014,058
Amount 90+ days past due	Reporting Month	Prior Year Month ⁴
Residential	\$ 3,784,953	\$ 2,052,189
Commercial / Industrial	\$ 1,091,199	\$ 342,791

³ 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).

⁴ Prior year month reflects the COVID-19 impact to receivables resulting from financial hardship coupled with suspension of collections in response to the pandemic.

Payment Arrangements		
Number of Payment Arrangements ⁵	Reporting Month	March 2020 through Current (cumulative)
Residential	3,103	80,801
Commercial / Industrial	99	1,580
Average Duration of Payment Arrangement ⁶	Reporting Month	-----
Residential	58	---
Commercial / Industrial	67	---
Percent of Customers Under a Payment Arrangement ⁷	Reporting Month	-----
Residential ⁸	1.45%	---
Commercial / Industrial ⁹	0.33%	---

⁵ Total payment arrangements granted through all channels during the reporting month and cumulative.

⁶ Average duration in days of total payment arrangements granted through all channels.

⁷ All active payment arrangements as of the final day of the reporting month divided by the number of active accounts.

⁸ Number of residential customers under a payment arrangement/total number of residential customers.

⁹ Number of commercial-industrial customers under a payment arrangement/total number of commercial-industrial customers.

Bad Debt ¹⁰		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt ^{11,12}	\$ (286,852)	\$ 16,584,627

¹⁰ Total Bad Debt for the reporting period less the three-year average for the same time period

¹¹ 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. For April 2021 reporting month, the historical average excludes April 2020 due to collection suspension in response to the COVID-19 pandemic.

¹² The April 2021 reporting month variance of (\$287K) reflects the prior pandemic write-off accrual reversal against the better than expected economic recovery from the COVID-19 pandemic.

Late Fees ¹³		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	n/a	n/a
Commercial / Industrial	n/a	n/a

¹³ 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 ¹⁵
Residential	49,628	0
Commercial / Industrial	3,064	0
Number of Accounts Disconnected from Service	Reporting Month	Prior Year Month ¹⁵
Residential	5,274	0
Commercial / Industrial	184	0
Number of Accounts Reconnected to Service ¹⁴	Reporting Month	Prior Year Month ¹⁵
Residential	4,450	0
Commercial / Industrial	126	0

¹⁴ 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.

¹⁵ Prior year month reflects the suspension of collections in response to the COVID-19 pandemic.

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.) ¹⁶	17	91
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) ¹⁷	0	665,299

¹⁶ Instances of mass communication to customers resulting from COVID-19 (e.g., social media, news releases, etc.)

¹⁷ 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 May 2021.

Gulf Power Company (Gulf)

Undocketed – Financial impacts on utility customers as a
result of the COVID-19 pandemic

Samples of Current Communications/Media Notices

Gulf's Customer Communications



BILL DETAILS

Amount of your last bill	108.93
Payment(s) received - thank you	-108.93
Balance before new charges	\$0.00

New Charges

Rate: RS - RS Residential Service

Base charge	19.20
Energy charge	55.27
Fuel charge	19.62

(639 kWh at \$0.08649)

(639 kWh at \$0.03070)

Electric service charges	\$94.09
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Gross receipts tax	2.41
Franchise charge	5.94
Utility tax	8.64

Taxes and charges	\$16.99
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Total new charges	\$111.08
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Total amount you owe	\$111.08
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METER SUMMARY

Meter reading - Meter XXXX. Next meter reading May 10, 2021

Usage type	Current	-	Previous	=	Usage
kWh	8485		7846		639

ENERGY USE COMPARISON

	This Month	Last Month	Last Year
Service to	Apr 8, 2021	Mar 9, 2021	Apr 8, 2020
kWh used	639	629	734
Service days	30	29	29
kWh/day	21	22	25
Amount	\$111.08	\$108.93	\$123.72

Taking inventory

We need to take inventory of our poles on the grid every 5 years. You may see our contractor, Davey Resource Group, in your area doing this.

[Learn more](#)

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.

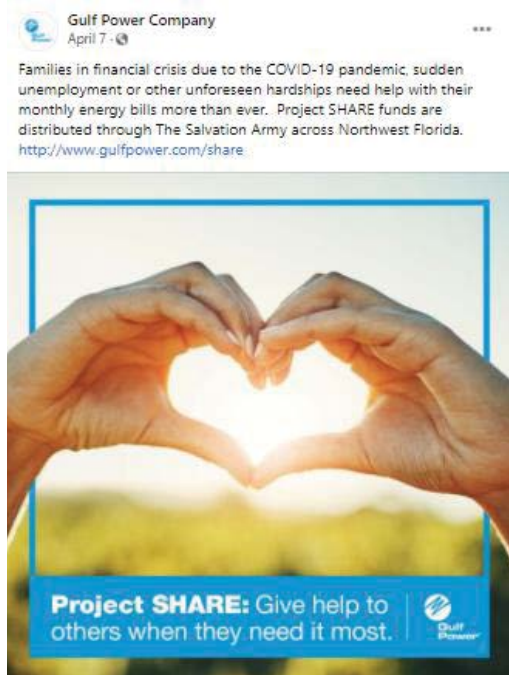
Gulf Power does not agree to any restrictions, conditions or endorsements placed on any bill statement or payments such as check, money order or other forms of payment. We will process the payment as if these restrictions or conditions do not exist.

Gulf's Social Media

Gulf Power Facebook posts – April, 2021



Posted nine times.



Posted three times.

Gulf Power Twitter posts – April, 2021



Posted eight times.



Posted three times.