



June 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 May 2021.

If you have any questions, please contact me at (813) 228-1444.

Sincerely,

*/s/ Paula K. Brown*

pkbrown@tecoenergy.com

Paula K. Brown  
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Enclosure(s)

cc: Jeff Whalen  
Billy Stiles

Customer Impact Data Related to COVID-19

Utility: Tampa Electric Company

Reporting Month: May 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	5,227	15,046
Commercial / Industrial	300	1,030
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	8,028	9,344
Commercial / Industrial	630	705

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$987,098	\$2,010,122
Commercial / Industrial	\$130,260	\$602,872
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$2,195,910	\$1,612,388
Commercial / Industrial	\$506,924	\$1,425,026

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	10,503	207,978
Commercial / Industrial	581	9,106
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	29	---
Commercial / Industrial	30	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential <sup>1</sup>	1.3%	---
Commercial / Industrial <sup>2</sup>	0.7%	---

<sup>1</sup> Number of residential customers under a payment arrangement/total number of residential customers.

<sup>2</sup> 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 <sup>3</sup>	\$747,805	\$6,256,853

<sup>3</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.

Late Fees		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	146,498	155,255
Commercial / Industrial	11,125	16,141

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	14,690	0
Commercial / Industrial	2,512	0
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	3,231	0
Commercial / Industrial	145	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	2,926	0
Commercial / Industrial	120	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 -2 Print Message on Bill - 1	COVID -19 Mass emails - 4 Website update - 3 Social Media Post - 53 Bill Onsert - 2 News Release - 6 Print Message on Bill - 3
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	Electric Phone Call - 877 Electric Final Notices -14,177  Combination Billing (TEC&PGS) Phone Calls - 33 Combination Billing (TEC&PGS) Final Notices - 573	Electric Emails - 86,677 Electric Phone Calls -90,516 Electric Final Notices - 242,892  Combination Billing (TEC&PGS) Emails - 6,895 Combination Billing (TEC&PGS) Phone Calls - 2,805 Combination Billing (TEC&PGS) Final Notices - 7,989

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. <b>Attachment 1</b>
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

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


**Tampa Electric**  
Published by Ed Van Sant · May 10 at 2:57 PM

Tampa Electric wants to help customers who are behind on energy bills! We are partnering with Hillsborough’s Rapid Response Recovery (R3) program to help Hillsborough County residents behind on housing and electric payments due to COVID-19 hardships. You can learn more about the program at <https://www.tampaelectric.com/.../pay.../payment-assistance/>. Please be sure to review eligibility criteria and submit the required documentation with your application to b... **See More**


**R3 Utility and Housing Assistance**  
Need help paying your rent, mortgage, or past-due utility bills? Directly affected by COVID-19?  
You may be eligible for utility and housing payment assistance.  
Visit [HCFLGov.net/R3HomeHelp](https://www.hcflgov.net/R3HomeHelp) for more information and eligibility criteria.

Rapid Response Recovery Program (R3)

10,122 People Reached      1,115 Engagements      **Boost Post**

 **Tampa Electric**  
Published by Hootsuite · May 19 at 4:05 PM ·


Did you lose your job or wages due to COVID-19? Are you behind on your rent or utilities? You may be eligible for help. OUR Florida provides qualified renters with relief on unpaid bills. To learn more visit <http://ow.ly/lxu950EQJ7d>



**5,747**  
People Reached

**544**  
Engagements

**Boost Post**

 **TECO**  
TAMPA ELECTRIC  
AN EMCOR COMPANY

## May 2021 COVID-related bill message (Tampa Electric and People Gas)

This message appeared on all bills throughout the month of May

### Important Messages

We've noticed that you have been paying your bill electronically lately. To help cut down on clutter and waste, we are no longer including a remittance envelope with your bill. Should you want to mail in your payment, you can request a payment envelope by calling 813-223-0800 or simply use a regular envelope and address it to Tampa Electric Company P.O. Box 31318, Tampa, Florida 33631-3318.

### Emergency Rental and Utility Bill Assistance

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. Visit [tampaelectric.com/updates](http://tampaelectric.com/updates) to learn more.

### More clean energy to you

Tampa Electric has reduced its use of coal by more than 90% over the past 20 years and has cut its carbon footprint in half. This is all made possible through investments in technology that help us use more solar and cleaner, domestically produced natural gas to produce electricity. Today, Tampa Electric is the state's top producer of solar energy per customer. Our diverse fuel mix for the 12-month period ending March 2021 includes Natural Gas 75%, Purchased Power 14%, Solar 6%, Coal 5% and less than one percent of oil. Visit [tampaelectric.com/solar](http://tampaelectric.com/solar) to learn more.