



June 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 May 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: [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 <sup>1</sup>		
Number of Accounts 60 -89 days past due	Reporting Month	Prior Year Month <sup>2</sup>
Residential	2,636	9,350
Commercial / Industrial	325	1,182
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month <sup>2</sup>
Residential	4,515	16,131
Commercial / Industrial	513	1,577

<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).

<sup>2</sup> 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 <sup>3</sup>		
Amount 60 -89 days past due	Reporting Month	Prior Year Month <sup>4</sup>
Residential	\$ 686,551	\$ 3,141,873
Commercial / Industrial	\$ 894,459	\$ 1,660,980
Amount 90+ days past due	Reporting Month	Prior Year Month <sup>4</sup>
Residential	\$ 2,440,790	\$ 4,253,355
Commercial / Industrial	\$ 970,041	\$ 881,447

<sup>3</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).

<sup>4</sup> 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 <sup>5</sup>	Reporting Month	March 2020 through Current (cumulative)
Residential	3,195	83,996
Commercial / Industrial	104	1,684
Average Duration of Payment Arrangement <sup>6</sup>	Reporting Month	-----
Residential	59	---
Commercial / Industrial	62	---
Percent of Customers Under a Payment Arrangement <sup>7</sup>	Reporting Month	-----
Residential <sup>8</sup>	1.45%	---
Commercial / Industrial <sup>9</sup>	0.30%	---

<sup>5</sup> Total payment arrangements granted through all channels during the reporting month and cumulative.

<sup>6</sup> Average duration in days of total payment arrangements granted through all channels.

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

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

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

Bad Debt <sup>10</sup>		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt <sup>11,12</sup>	\$ (366,408)	\$ 16,218,219

<sup>10</sup> Total Bad Debt for the reporting period less the three-year average for the same time period

<sup>11</sup> Difference between the 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 May 2021 reporting month, the historical average excludes May 2020 due to collection suspension in response to the COVID-19 pandemic.

<sup>12</sup> The May 2021 reporting month variance of (\$366K) reflects the prior pandemic write-off accrual reversal against the better than expected economic recovery from the COVID-19 pandemic.

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

<sup>13</sup> 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 <sup>15</sup>
Residential	48,269	0
Commercial / Industrial	3,087	0
Number of Accounts Disconnected from Service	Reporting Month	Prior Year Month <sup>15</sup>
Residential	6,320	0
Commercial / Industrial	274	0
Number of Accounts Reconnected to Service <sup>14</sup>	Reporting Month	Prior Year Month <sup>15</sup>
Residential	5,612	0
Commercial / Industrial	195	0

<sup>14</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>15</sup> 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.) <sup>16</sup>	3	94
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) <sup>17</sup>	0	665,299

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

<sup>17</sup> 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 June 2021.

# **Gulf Power Company (Gulf)**

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

Samples of Current Communications

# **Gulf's Customer Communications**



Customer Name:  
XXXX

Account Number:  
XXXX

### BILL DETAILS

Amount of your last bill	98.78
Payment(s) received - thank you	-98.78
Balance before new charges	\$0.00

**GULF POWER AUTO PAY – DO NOT PAY**

#### New Charges

Rate: RS - RS Residential Service	
Base charge	19.20
Energy charge	(705 kWh at \$0.08649) 60.98
Fuel charge	(705 kWh at \$0.03070) 21.64
Electric service charges	\$101.82
Gross receipts tax	2.61
Taxes and charges	\$2.61
Total new charges	\$104.43
<b>Total amount you owe</b>	<b>\$104.43</b>

### METER SUMMARY

Meter reading - Meter XXXX. Next meter reading Jul 6, 2021

<b>Usage type</b>	<b>Current</b>	-	<b>Previous</b>	=	<b>Usage</b>
kWh	76331		75626		705

### ENERGY USE COMPARISON

	This Month	Last Month	Last Year
Service to	Jun 4, 2021	May 5, 2021	Jun 4, 2020
kWh used	705	658	761
Service days	30	30	31
kWh/day	24	22	25
Amount	\$104.43	\$98.78	\$112.23

### Florida's Energy Future

Alongside FPL, our proposed rate plan for 2022-2025 invests in Northwest Florida's energy future.

[Find out more](#)

### Summer is here

Summer temperatures are on the rise, which impacts your energy use. Learn how to keep cool.

[Find out more](#)

### 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.