



July 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 Peoples Gas System's Customer Impact Data related to COVID-19 for the month of June 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
regdept@tecoenergy.com
pkbrown@tecoenergy.com

Enclosure(s)

cc: Andrew Brown
Kandi M. Floyd
Derrick MacDonald

Customer Impact Data Related to COVID-19

Utility: Peoples Gas

Reporting Month: June 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	2,958	4,129
Commercial / Industrial	119	662
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	4,805	8,412
Commercial / Industrial	259	858

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$315,111	\$442,223
Commercial / Industrial	\$102,553	\$604,227
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$536,718	\$809,578
Commercial / Industrial	\$358,660	\$614,583

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	1,773	31,476
Commercial / Industrial	256	3,692
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	28	---
Commercial / Industrial	20	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	0.4%	---
Commercial / Industrial ²	0.3%	---

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	\$54,545	\$507,143

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	55,860	58,314
Commercial / Industrial	5,372	7,983

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	2,102	0
Commercial / Industrial	1,742	0
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	799	0
Commercial / Industrial	125	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	477	0
Commercial / Industrial	96	0

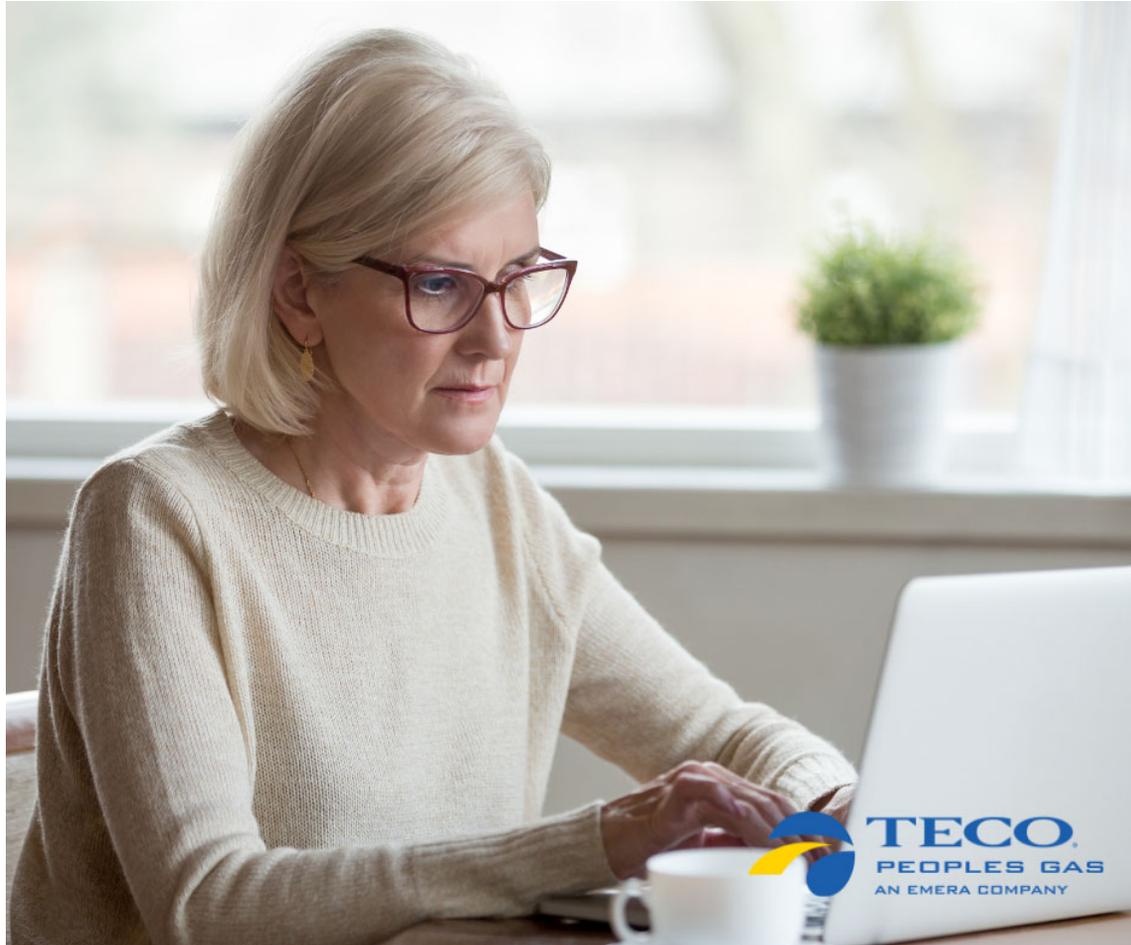
Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	Social Media - 2	COVID -19 Mass emails - 3 Social Media Post - 53 Bill Onsert - 2 News Release - 4 Print Message on Bill - 3 Website Update -3
Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)	Gas Phone Calls - 428 Gas Final Notices - 3,012 Combination Billing (PGS&TEC) - Phone Calls - 15 Combination Billing(PGS&TEC) Final Notices - 832	Gas Emails - 15,755 Gas Phone Calls - 17,325 Gas Final Notices - 31,541 Combination Billing (PGS&TEC) Emails - 6,895 Combination Billing (PGS&TEC) Phone Calls -2,820 Combination Billing (PGS&TEC) Final Notices - 8,821

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 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

June 2021 COVID-related social media posts (Peoples Gas)



Families in financial crisis due to sudden unemployment or other unforeseen hardships may qualify for help with their monthly energy bills through our SHARE program. Learn more about the resources that may help. <http://ow.ly/RkQv50FiPk>
<https://www.facebook.com/peoplesgas/photos/a.10150861440796103/10159610257306103/?type=3F>



We understand the impact that COVID-19 may have on our communities and are taking steps to support and protect customers during these challenging and uncertain times. Learn more: <http://ow.ly/xROo50F3k1b>

<https://www.facebook.com/peoplesgas/photos/a.10150861440796103/10159557071456103/?type=3>