



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 Tampa Electric Company'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  
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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: 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	5,038	11,538
Commercial / Industrial	246	780
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	7,455	18,242
Commercial / Industrial	617	1,272

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$907,615	\$2,438,782
Commercial / Industrial	\$113,457	\$768,198
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$2,036,849	\$2,861,643
Commercial / Industrial	\$474,497	\$1,649,721

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	14,423	222,401
Commercial / Industrial	626	9,732
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	27	---
Commercial / Industrial	21	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential <sup>1</sup>	1.5%	---
Commercial / Industrial <sup>2</sup>	0.5%	---

<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>	(\$494,546)	\$5,762,307

<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	158,865	165,651
Commercial / Industrial	12,320	15,606

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	21,440	0
Commercial / Industrial	3,274	0
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	4,572	0
Commercial / Industrial	185	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	4,126	0
Commercial / Industrial	163	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	COVID -19 Mass emails - 4 Website update - 3 Social Media Post - 55 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 - 602 Electric Final Notices -23,882  Combination Billing (TEC&PGS) Phone Calls - 15 Combination Billing (TEC&PGS) Final Notices - 832	Electric Emails - 86,677 Electric Phone Calls -91,118 Electric Final Notices - 266,774  Combination Billing (TEC&PGS) Emails - 6,895 Combination Billing (TEC&PGS) Phone Calls - 2,820 Combination Billing (TEC&PGS) 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. 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 (Tampa Electric)

The image shows a screenshot of a Facebook post from Tampa Electric. The post text reads: "If you've experienced financial hardship, you may qualify for assistance with your energy bill. Visit our website for a list of resources available for payment assistance. <http://ow.ly/w4KE50F37ke>". The post includes a photograph of a calculator and several US dollar bills (100, 50, and 20 bills). The Tampa Electric logo (TECO) is visible in the bottom right corner of the image. Below the image, the post's performance metrics are displayed: 13,127 People Reached, 1,123 Engagements, and a Distribution Score of -1.1x Average. A blue "Boost Post" button is present. At the bottom, there are 208 likes, 7 comments, and 31 shares.

**Tampa Electric**  
Published by Hootsuite · June 4

If you've experienced financial hardship, you may qualify for assistance with your energy bill. Visit our website for a list of resources available for payment assistance. <http://ow.ly/w4KE50F37ke>

**TECO.**  
TAMPA ELECTRIC  
AN EMERA COMPANY

13,127 People Reached    1,123 Engagements    ↓ -1.1x Average Distribution Score    **Boost Post**

👍 208    7 Comments 31 Shares

<https://www.facebook.com/tampaelectric/photos/a.433845279347/10160872603489348>

 **Tampa Electric**  
Published by Hootsuite · June 21 at 12:02 PM ·

Families in financial crisis due to sudden unemployment or other unforeseen hardships may qualify for help with their monthly energy bills with our SHARE program. Learn more about the resources that may be able to help. <http://ow.ly/pqJQ50FeVfh>



 **TECO**  
TAMPA ELECTRIC  
AN EMERA COMPANY

909 People Reached    20 Engagements    ↓ -2.0x Lower Distribution Score    [Boost Post](#)

 8    2 Shares

<https://www.facebook.com/tampaelectric/photos/a.433845279347/10160920401514348>