



Matthew R. Bernier
ASSOCIATE GENERAL COUNSEL

August 30, 2021

VIA ELECTRONIC FILING

Adam J. Teitzman, Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: *Duke Energy Florida, LLC: Undocketed — Financial impacts on utility customers
as a result of the COVID-19 pandemic*

Dear Mr. Teitzman:

Please find enclosed for electronic filing, on behalf of Duke Energy Florida, LLC (“DEF”), DEF’s financial impacts on utility customers for the month of July 2021, as a result of the COVID-19 pandemic.

Thank you for your assistance in this matter. Please feel free to call me at (850) 521-1428 should you have any questions concerning this filing.

Respectfully,

/s/ Matthew R. Bernier

Matthew R. Bernier

MRB/cmw
Enclosure

Customer Impact Data Related to COVID-19

Utility: DUKE ENERGY FLORIDA, LLC

Reporting Month: JULY

The report should include data as of the last day of reporting 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
	Number of Accounts	Number of Accounts
Residential	8,951	23,481
Commercial / Industrial	954	1,779
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
	Number of Accounts	Number of Accounts
Residential	4,641	43,843
Commercial / Industrial	548	3,586

Amount in Arrears ¹		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
	Residential	\$1,121,352
Commercial / Industrial	\$375,000	\$1,751,723
Amount 90+ days past due	Reporting Month	Prior Year Month
	Residential	\$483,592
Commercial / Industrial	\$298,388	\$2,934,457

¹ Balances under a payment arrangement are excluded from arrears balances.

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
	Residential	2,313
Commercial / Industrial	30	2,881
Average Duration of New Payment Arrangement	Reporting Month	-----
	Residential	6.09 months
Commercial / Industrial	5.63 months	-----
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
	Residential ²	1.30%
Commercial / Industrial ³	0.18%	-----

² Number of residential customers under a payment arrangement/total number of residential customers.

³ 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 ⁴	\$358,073

⁴ 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. No storm impacts to chargeoffs in the reporting period.

Late Fees				
Number of Assessed Late Fees	Reporting Month		Prior Year Month	
	Residential	\$1,345,613	252,405	\$0
Commercial / Industrial	\$261,200	21,803	\$0	0

Customer Impact Data Related to COVID-19

Utility: **DUKE ENERGY FLORIDA, LLC**

Reporting Month: **JULY**

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Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service ⁵	Reporting Month	Prior Year Month
	Total Notices	Total Notices
Residential	251,187	0
Commercial / Industrial	23,853	0

⁵ Total Notices reported reflects the cumulative number of notices sent to customers during the reporting period and does not reflect the number of delinquent customers as of report month end.

Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
	Total Disconnections	Total Disconnections
Residential	18,985	0
Commercial / Industrial	305	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
	Total Reconnections	Total Reconnections
Residential	17,645	0
Commercial / Industrial	262	0

Customer Communications		
Communications (Please Note: this excludes communications made via non-traditional channels such as local government presentations, word-of-mouth, marquee banners, etc.)	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.)	4	151
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	0	1,203,769

Customer Communications
<i>Please provide the following two responses starting in October 2020, and all subsequent filings</i>
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. N/A
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