



August 31, 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 July 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: [July 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	4,064	5,308
Commercial / Industrial	431	851
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month <sup>2</sup>
Residential	3,260	16,435
Commercial / Industrial	438	1,682

<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	\$ 703,908	\$ 1,726,874
Commercial / Industrial	\$ 158,808	\$ 1,321,922
Amount 90+ days past due	Reporting Month	Prior Year Month <sup>4</sup>
Residential	\$ 1,547,041	\$ 6,144,056
Commercial / Industrial	\$ 369,499	\$ 1,132,653

<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	3,363	91,006
Commercial / Industrial	86	1,869
Average Duration of Payment Arrangement <sup>6</sup>	Reporting Month	-----
Residential	50	---
Commercial / Industrial	57	---
Percent of Customers Under a Payment Arrangement <sup>7</sup>	Reporting Month	-----
Residential <sup>8</sup>	1.76%	---
Commercial / Industrial <sup>9</sup>	0.28%	---

<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>	\$261,245	\$15,008,129

<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 July 2021 reporting month, the historical average excludes July 2020 due to collection suspension in response to the COVID-19 pandemic.

<sup>12</sup> The July 2021 reporting month variance of \$0.3MM 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	49,791	0
Commercial / Industrial	2,727	0
Number of Accounts Disconnected from Service	Reporting Month	Prior Year Month <sup>15</sup>
Residential	5,340	0
Commercial / Industrial	230	0
Number of Accounts Reconnected to Service <sup>14</sup>	Reporting Month	Prior Year Month <sup>15</sup>
Residential	4,524	0
Commercial / Industrial	140	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>	0	95
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.
There were no new communications/media notices as described above in August 2021.
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 August 2021.