



Matthew R. Bernier  
ASSOCIATE GENERAL COUNSEL

September 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 August 2021 as a result of the COVID-19 pandemic. The filing includes the following:

- Customer Impact Data related to COVID-19 for the month of August 2021
- Attachment A (Examples of new customer communication/media notices re. past-due accounts, payment waivers, disconnection and reconnection policies within the last 30 days)

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  
Enclosures

## Customer Impact Data Related to COVID-19

Utility: **DUKE ENERGY FLORIDA, LLC**

Reporting Month: **AUGUST**

*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	9,351	26,209
Commercial / Industrial	851	1,807
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
	Number of Accounts	Number of Accounts
Residential	4,484	42,585
Commercial / Industrial	644	3,400

Amount in Arrears <sup>1</sup>		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$1,263,706	\$10,996,243
Commercial / Industrial	\$389,065	\$2,299,856
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$463,599	\$12,610,317
Commercial / Industrial	\$360,929	\$2,478,972

<sup>1</sup> 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	2,819	113,309
Commercial / Industrial	54	2,935
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	5.77 months	-----
Commercial / Industrial	4.57 months	-----
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential <sup>2</sup>	1.22%	-----
Commercial / Industrial <sup>3</sup>	0.16%	-----

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

<sup>3</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>4</sup>	(\$628,868)	\$12,365,614

<sup>4</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. No storm impacts to charge offs in the reporting period.

Late Fees			
Number of Assessed Late Fees	Reporting Month		Prior Year Month
Residential	\$1,367,659	254,392	\$0 0
Commercial / Industrial	\$289,471	21,853	\$0 0

## Customer Impact Data Related to COVID-19

Utility: **DUKE ENERGY FLORIDA, LLC**

Reporting Month: **AUGUST**

*The report should include data as of the last day of reporting and is due by the last day of the following month*

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service <sup>5</sup>	Reporting Month	Prior Year Month
	Total Notices	Total Notices
Residential	254,556	50,738
Commercial / Industrial	23,304	5,369

<sup>5</sup> 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	22,771	0
Commercial / Industrial	696	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
	Total Reconnections	Total Reconnections
Residential	21,284	0
Commercial / Industrial	554	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.)	6	158
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.)	2,161,840	3,365,609

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. <b>See Attachment A</b>

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**From:** Duke Energy <email@dukeenergyresidential.messages2.com>

**Subject:** Get help for past-due utility bills



## Need help for past-due bills? Financial relief may be available.

Each of us has experienced the pandemic's impact in different ways, and unfortunately, many continue struggling to pay past-due housing and utility bills. In response, new and existing assistance programs have been purposely designed to help those affected by the economic impacts of COVID-19.

Financial assistance is now available for many who may not have previously qualified. Or, for those who did qualify in the past, increased levels of assistance may now be available.

If you or someone you know is struggling, these agencies may be able to help cover some or all of your past-due utility bills.

To find assistance agencies in your area, dial **211**, visit [211.org](https://www.211.org) online, or **text your ZIP code to 898211**. This resource will provide detailed information about the LIHEAP, ERA and HAF programs below, including eligibility requirements and how to apply.

- Those earning below certain income thresholds may apply to the [Low-Income Home Energy Assistance Program \(LIHEAP\)](#) to qualify for energy bill payment assistance.

- The [Emergency Rental Assistance \(ERA\) program](#) provides funds to help eligible customers pay for verified past-due rent and utility bills dated from March 2020.
- The [Homeowner Assistance Fund](#) is a new program designed to help prevent homeowner mortgage delinquencies, defaults, foreclosures and loss of utility service for eligible homeowners.



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[Duke Energy](#) | 550 South Tryon Street | Charlotte, NC 28202

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**BILL MESSAGE - VULNERABLE CUSTOMER CAMPAIGN – AUGUST 2021**

**DEF Bill Message: July, August & September**

- Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing assistance programs for those who qualify. To get started, visit [211.org](https://www.211.org), dial 211 or text your zip code to 898211.

**DNP Notice- Vulnerable Customer Campaign – AUGUST 2021**



This is a friendly reminder that the payment for service at 3 FL Ct. hasn't been received.

Duke Energy has programs and other resources that may be helpful to you. If you are having difficulty paying your bill, or need other assistance, please call us at [800.700.8744](tel:800.700.8744) or click [here](#). Those experiencing economic hardship may also qualify for financial assistance. Visit [211.org](http://211.org) or simply dial 2-1-1 for more information on agencies in your area.

*This is a post-only message. Please do not reply to this email as we are unable to respond to messages sent to this address.*

## **IVR MESSAGE VULNERABLE CUSTOMER CAMPAIGN – AUGUST 2021**

### **DEF IVR Message: Intent Message for the Payment Arrangement Module**

- Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? There are more options than ever to receive help through new and existing federal assistance programs for those who qualify. Visit [211.org](https://www.211.org) or dial 2-1-1 to get started.