



September 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 August 2021.

If you have any questions, please contact me at (813) 228-1444.

Sincerely,

*/s/ Paula K. Brown*

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Paula K. Brown  
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Enclosure(s)

cc: Jeff Whalen  
Billy Stiles

Customer Impact Data Related to COVID-19

Utility: Tampa Electric Company

Reporting Month: August 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	5,225	9,637
Commercial / Industrial	354	484
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	6,456	27,174
Commercial / Industrial	638	1,663

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$1,018,625	\$2,845,209
Commercial / Industrial	\$110,101	\$620,006
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$1,792,184	\$5,547,344
Commercial / Industrial	\$409,047	\$2,186,050

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	35,719	275,540
Commercial / Industrial	3,044	15,209
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	27	---
Commercial / Industrial	18	---
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>	\$12,895	\$6,041,994

<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	166,400	155,920
Commercial / Industrial	12,320	12,746

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	27,676	38,975
Commercial / Industrial	3,416	3,251
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	6,094	0
Commercial / Industrial	201	0
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	5,640	0
Commercial / Industrial	180	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 - 61 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 - 1,317 Electric Final Notices -29,942  Combination Billing (TEC&PGS) Phone Calls - 46 Combination Billing (TEC&PGS) Final Notices - 1,150	Electric Emails - 86,677 Electric Phone Calls -93,502 Electric Final Notices - 323,585  Combination Billing (TEC&PGS) Emails - 6,895 Combination Billing (TEC&PGS) Phone Calls - 2,908 Combination Billing (TEC&PGS) Final Notices - 11,172

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

## Aug. 2021 COVID-related social media posts (Tampa Electric)

**Tampa Electric**  
Published by Hootsuite · August 17 at 2:30 PM ·

Facing challenges paying your energy bill? We offer a variety of programs to financially assist you. Learn more about our programs available to TECO customers here:<http://ow.ly/Effb50FSP9W>

5,944 People Reached    641 Engagements    ↓ -1.4x Lower Distribution Score    **Boost Post**

400 Likes    **16 Comments**    19 Shares

Like    Comment    Share

<https://www.facebook.com/tampaelectric/photos/a.433845279347/10161057570879348>

 **Tampa Electric**  
Published by Hootsuite · August 30 at 12:02 PM ·

A donation to SHARE, no matter how small, can make a difference for those struggling to pay their bills – especially as our communities continue to cope with the pandemic. If you are struggling to pay your electric bills, please reach out to us.  
<http://ow.ly/m8De50G0LC7>



6,425 People Reached    771 Engagements    – Distribution Score    [Boost Post](#)

 512    10 Comments    25 Shares

 Like     Comment     Share

<https://www.facebook.com/tampaelectric/photos/a.433845279347/10161085232064348>