



October 29, 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 Peoples Gas System's Customer Impact Data related to COVID-19 for the month of September 2021.

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

Sincerely,

/s/ Paula K. Brown

pkbrown@tecoenergy.com

Paula K. Brown
Manager, Regulatory Coordination
Regulatory Affairs
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Enclosure(s)

cc: Andrew Brown
Kandi M. Floyd
Derrick MacDonald

Customer Impact Data Related to COVID-19

Utility: Peoples Gas

Reporting Month: September 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	2,906	3,338
Commercial / Industrial	100	214
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	5,276	10,762
Commercial / Industrial	208	920

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$293,453	\$350,594
Commercial / Industrial	\$118,861	\$179,988
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$528,783	\$1,153,352
Commercial / Industrial	\$360,608	\$741,506

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	2,403	38,107
Commercial / Industrial	237	4,314
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	24	---
Commercial / Industrial	20	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	0.4%	---
Commercial / Industrial ²	0.3%	---

¹ Number of residential customers under a payment arrangement/total number of residential customers.

² 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 ³	(\$20,764)	\$565,748

³ 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	57,653	57,719
Commercial / Industrial	5,136	6,469

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	2,422	2,138
Commercial / Industrial	1,636	1,492
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	707	467
Commercial / Industrial	111	164
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	551	183
Commercial / Industrial	76	73

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 - 1	COVID -19 Mass emails - 3 Social Media Post - 56 Bill Onsert - 2 News Release - 4 Print Message on Bill - 3 Website Update - 3
Targeted COVID-related communications to individual customers (paper, email, phone calls, text, etc.)	Gas Phone Calls - 711 Gas Final Notices - 2,794 Combination Billing (PGS&TEC) - Phone Calls - 46 Combination Billing (PGS&TEC) Final Notices - 1,264	Gas Emails - 15,755 Gas Phone Calls - 19,432 Gas Final Notices - 39,897 Combination Billing (PGS&TEC) Emails - 6,895 Combination Billing (PGS&TEC) Phone Calls - 2,954 Combination Billing (PGS&TEC) Final Notices - 12,436

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

Sep. 2021 COVID-related social media posts (Peoples Gas)



<https://www.facebook.com/peoplesgas/photos/a.10150861440796103/10159794190146103/?type=3>