



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 Tampa Electric Company'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: Jeff Wahlen
Billy Stiles

Customer Impact Data Related to COVID-19

Utility: Tampa Electric Company

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	5,676	8,346
Commercial / Industrial	260	475
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	6,382	25,836
Commercial / Industrial	715	1,415

Amount in Arrears		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$1,082,102	\$2,576,102
Commercial / Industrial	\$155,349	\$509,112
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$1,790,092	\$5,643,410
Commercial / Industrial	\$390,066	\$2,075,492

Payment Arrangements		
Number of New Payment Arrangements	Reporting Month	March 2020 through Current (cumulative)
Residential	24,459	282,568
Commercial / Industrial	2,683	15,459
Average Duration of New Payment Arrangement	Reporting Month	-----
Residential	26	---
Commercial / Industrial	27	---
Percent of Customers Under a Payment Arrangement	Reporting Month	-----
Residential ¹	2.3%	---
Commercial / Industrial ²	2.8%	---

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	(\$131,256)	\$5,910,738

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	175,857	166,698
Commercial / Industrial	13,037	13,747

Discontinuance of Service		
Number of Customers who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	27,400	34,767
Commercial / Industrial	3,715	3,673
Number of Customers Disconnected from Service	Reporting Month	Prior Year Month
Residential	6,507	4,833
Commercial / Industrial	207	229
Number of Customers Reconnected to Service	Reporting Month	Prior Year Month
Residential	5,982	3,961
Commercial / Industrial	191	159

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 -3	COVID -19 Mass emails - 4 Website update - 3 Social Media Post - 64 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 - 1,403 Electric Final Notices -29,851 Combination Billing (TEC&PGS) Phone Calls - 46 Combination Billing (TEC&PGS) Final Notices - 1,264	Electric Emails - 86,677 Electric Phone Calls -94,905 Electric Final Notices - 353,436 Combination Billing (TEC&PGS) Emails - 6,895 Combination Billing (TEC&PGS) Phone Calls - 2,954 Combination Billing (TEC&PGS) 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 (Tampa Electric)

Tampa Electric
Published by Hootsuite · September 24 at 12:03 PM ·

We recognize that the pandemic continues to impact our customers and disrupt our lives. As neighbors, we're here to help you. Learn more about our Covid 19 assistance: <http://ow.ly/YZjD50GfV00>

4,082 People Reached 466 Engagements [Boost Post](#)

292 Likes 5 Comments 5 Shares

[Like](#) [Comment](#) [Share](#)

<https://www.facebook.com/tampaelectric/photos/a.433845279347/10161135852844348>

 **Tampa Electric**
Published by Ed Van Sant · September 17 at 6:31 PM ·

Hillsborough County, Florida Government and the City of Tampa have received federal funding to assist residents who are unable to pay rent and utilities due to the impacts of the COVID-19 coronavirus pandemic. The application online portal is open for all eligible households. The program provides eligible and approved households financial assistance for past-due rent and electric bills.

 **Hillsborough County, Florida Government**
September 14 at 4:07 PM ·

Hillsborough County and the City of Tampa have developed the Rapid Response Recovery Emergency Rental Assistance Program to assist residents who are unable to p... [See More](#)



HILLSBOROUGHCOUNTY.ORG
County and City Helping Residents with Past-Due Rent
Emergency Rental Assistance Program opens application portal ...

589 People Reached 6 Engagements **Boost Unavailable**

<https://www.facebook.com/tampaelectric/posts/10161122763689348>

 **Tampa Electric**
Published by Ed Van Sant · September 2 ·

City of Tampa provides one-on-one application assistance for COVID-19 relief on rent and utilities for Tampa residents.



**COVID-19 EMERGENCY
RENT AND UTILITY RELIEF**
APPLY NOW!

**ONE-ON-ONE APPLICATION
ASSISTANCE IS AVAILABLE!**
For more info, visit tampa.gov/HCD

City of Tampa
September 2 ·

TAMPA RESIDENTS 🏡
Need help paying rent or utilities? City of Tampa & [Hillsborough County, Florida Government](#) staff are available to provide one-on-one applicati... [See More](#)

2,467
People Reached

32
Engagements

Boost Unavailable

<https://www.facebook.com/tampaelectric/posts/10161091305589348>