

Florida Public Service Commission Workshop
Impacts of the COVID-19 Pandemic on Utility Customers
Betty Easley Conference Center—Room 148
Wednesday, July 29, 2020, 9:30 a.m.

AGENDA

- 1. Call the Workshop to Order**
- 2. Staff Reads the Notice**
- 3. Chairman's Remarks**

Purpose: Overview of the following:

- i. Number of residential and commercial accounts in late or nonpayment status from April 1, 2020, through June 30, 2020, and the related incremental bad debt expense from unpaid balances.
- ii. Utility policies and financial assistance available to directly assist customers impacted by COVID-19.
- iii. Utility efforts to receive loans, grants, assistance, or benefits in connection with the COVID-19 pandemic, regardless of form or source, that could offset any COVID-19 related expenses.

4. Presentations by Utilities

Christopher Chapel, FPL, Vice President of Customer Service

Florida Power & Light Company
Gulf Power Company
Florida City Gas

Lesley Quick, Vice President of Customer Care

Duke Energy Florida, LLC.

Karen Sparkman, Director of Customer Experience Operations

Tampa Electric Company
Peoples Gas System

Luke Buzard, Vice President of Pipeline Safety and Regulatory Affairs

Peoples Gas System

Mike Cassel, Director, Regulatory and Governmental Affairs

Florida Public Utilities Company – Electric
The Florida Chesapeake Natural Gas Utilities

Gary Rudkin, President
Utilities Inc. of Florida

Troy Rendell, Vice President of Investor-Owned Utilities
U.S. Water Corporation

Gary Williams, Executive Director
Florida Rural Water Association

5. Comments by the Office of Public Counsel

J.R. Kelly
Public Counsel

6. Concluding Matters

7. Adjourn the Workshop