



October 15, 2020

Chairman Kenneth Hill
Tennessee Public Utility Commission
502 Deaderick Street, 4th Floor
Nashville, Tennessee 37243

RE: Docket No. 20-00047
Monthly Status Report for September 2020

Dear Chairman Hill,

Piedmont Natural Gas Company, Inc. ("Piedmont" or "Company") hereby files its second monthly report to the Tennessee Public Utility Commission's ("TPUC") March 19, 2020 Ongoing Request for Information Related to Measures Taken During the Coronavirus COVID-19 Public Health Emergency ("March 19th Ongoing Request"), as modified by terms of the TPUC's August 10, 2020 approved motion in this docket. This report is for the month of September, 2020. This monthly report is being filed electronically at TPUC.docketroom@tn.gov, as directed in the TPUC's March 19th Ongoing Request.

Piedmont continued to serve customers with safe and reliable natural gas service in the manner explained in the Company's prior weekly responses, most specifically detailed in Piedmont's response dated March 24, 2020. There were no changes in the measures taken by Piedmont to relieve the burden on customers caused by this pandemic. Piedmont continued to encourage customers in arrears to enter into a payment arrangement on their past due balances. Piedmont also continued to focus on the health and safety of our customers, employees and the general public. Employees continued to work from home as practicable. In circumstances where employees interface with customers or the public, they observed social distancing guidelines and utilized appropriate personal protective equipment. Piedmont's public facing Operations and Field Customers Service teams have generally returned to operating in a normal manner with the primary exception being the moratorium associated with the disconnection of natural gas service for nonpayment of bills. Piedmont is aware that the TPUC lifted this moratorium effective August 29, 2020. Currently, Piedmont plans to resume disconnecting service for nonpayment of bills beginning November 2, 2020.

Enclosed Exhibit A contains additional information being provided pursuant to the TPUC's August 10, 2020 approved motion.

Throughout September 2020, Piedmont notified all customers via bill message that the Company was planning to resume disconnection of service for nonpayment of bills. Such bill message provided a link to further information about how the customer may request an extended payment arrangement (payment plan) with the Company so as to maintain service while paying off past-due amounts over an extended period of time. During this time Piedmont also sent written electronic communication to customers with arrearages of 60 days or more, encouraging them to contact the Company to set up an extended payment arrangement on their past due balance. From September 29 to October 2, Piedmont provided further written notice to all of its customers via letter expressly communicating that disconnection of service for nonpayment would resume on November 2, 2020, and that their next bill would indicate any past-due amount and a date to pay their balance to avoid service disconnection if applicable to their account. The letter also reiterated the Company's prior written communication encouraging customers to avoid disconnection of service by either paying their

overdue balance or contacting the Company to set up an extended payment arrangement on their overdue balance. For reference, enclosed Exhibit B contains a copy of this letter sent to all customers.

Please contact me any time as needed regarding these matters.

Sincerely,

/s/ Pia Powers
Managing Director - Gas Rates & Regulatory
704.731.4259
pia.powers@duke-energy.com

EXHIBIT A

<u>Reporting Period: September 2020</u>		<u>Amount</u>
1	Number of Residential customers disconnected for non-payment	0
2	Number of Non-Residential customers disconnected for non-payment	0
3	Number of Residential customers who have entered a payment arrangement	418
4	Number of Non-Residential customers who have entered a payment arrangement	37
5	Number of delinquent Residential accounts	14,003
6	Number of delinquent Non-Residential accounts	1,423
7	Number of Residential accounts written off to allowance for bad debt	219
8	Number of Non-Residential accounts written off to allowance for bad debt	10
9	Dollar amount of Residential accounts written off to allowance for bad debt	18,549
10	Dollar amount of Non-Residential accounts written off to allowance for bad debt	5,991

EXHIBIT B



October 2, 2020

Dear Piedmont Natural Gas Customer:

In March, as part of our COVID-19 response and in accordance with the guidelines set by the Tennessee Public Utility Commission, we suspended disconnections for nonpayment.

Recently, the Commission ended the moratorium on utility service disconnections. As a result, Piedmont Natural Gas will begin resuming disconnection of service to customers for nonpayment of their bills, beginning November 2, 2020.

We recognize that some of our customers are still facing unexpected hardships as a result of the pandemic and may need extra time to pay. Customers can contact us to set up extended payment arrangements where payments for overdue bills are spread across an agreed-upon time frame. Enrolled customers will not have their service terminated or receive any termination notices as long as timely payments are made.

On your October bill, we will indicate any past-due bill amount and a date to pay your balance to avoid disconnection (if applicable).

Here are two ways to avoid disconnection:

- Pay your bill in full, or
- Enter into a payment arrangement and keep up with the terms

To set up an extended payment arrangement or for more information, visit **piedmontng.com/ExtraTime** (residential customers) or **piedmont.com/extension** (commercial customers), or call 800.752.7504.

If you need additional financial assistance, please visit **piedmontng.com/updates**.

Sincerely,

Piedmont Natural Gas