



November 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 October 2020

Dear Chairman Hill,

Piedmont Natural Gas Company, Inc. ("Piedmont" or "Company") hereby files its third 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 October 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 October 2020. 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. Piedmont planned to resume disconnecting service for nonpayment of bills beginning November 2, 2020, although the first disconnections occurred a few days thereafter. The billing of standard charges for reconnection of service and for returned check payments resumed in October 2020.

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

Throughout October 2020, Piedmont notified all customers via bill message that standard billing practices had resumed, and advised how customers may request an extended payment arrangement on past-due amounts. 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. See Exhibit B of Piedmont's Monthly Status Report for September 2020, as filed on October 15, 2020, for 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: October 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	Cumulative number of Residential customers who have entered into a payment arrangement	741
4	Cumulative number of Non-Residential customers who have entered into a payment arrangement	53
5	Number of delinquent Residential accounts	13,144
6	Number of delinquent Non-Residential accounts	1,246
7	Number of Residential accounts written off to allowance for bad debt	247
8	Number of Non-Residential accounts written off to allowance for bad debt	29
9	Dollar amount of Residential accounts written off to allowance for bad debt	22,471
10	Dollar amount of Non-Residential accounts written off to allowance for bad debt	12,006