



December 15, 2020

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

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

Dear Chairman Hill,

Piedmont Natural Gas Company, Inc. ("Piedmont" or "Company") hereby files its fourth 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 19<sup>th</sup> 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 November 2020. This monthly report is being filed electronically at [TPUC.docketroom@tn.gov](mailto:TPUC.docketroom@tn.gov), as directed in the TPUC's March 19<sup>th</sup> Ongoing Request.

Piedmont continued to serve customers with safe and reliable natural gas service in November 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. Piedmont resumed disconnecting service to customers for nonpayment of their bills beginning November 4, 2020. The billing of standard charges for reconnection of service, returned check payments and gross billings (late payment charges) have also resumed.

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

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](mailto:pia.powers@duke-energy.com)

## **EXHIBIT A**

<u>Reporting Period: November 2020</u>		<u>Amount</u>
1	Number of Residential customers disconnected for non-payment	172
2	Number of Non-Residential customers disconnected for non-payment	42
3	Cumulative number of Residential customers who have entered into a payment arrangement	1,153
4	Cumulative number of Non-Residential customers who have entered into a payment arrangement	106
5	Number of delinquent Residential accounts	17,565
6	Number of delinquent Non-Residential accounts	2,469
7	Number of Residential accounts written off to allowance for bad debt	246
8	Number of Non-Residential accounts written off to allowance for bad debt	19
9	Dollar amount of Residential accounts written off to allowance for bad debt	21,026
10	Dollar amount of Non-Residential accounts written off to allowance for bad debt	6,156