



May 15, 2021

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

RE: Docket No. 20-00047
Monthly Status Report for April 2021

Dear Chairman Hill,

Piedmont Natural Gas Company, Inc. ("Piedmont" or "Company") hereby files its ninth 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 April 2021. 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 April 2021. 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 interfaced 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.

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/ Quynh Bowman
Director - Gas Rates & Regulatory Strategy
704.731.4114
Quynh.Bowman@duke-energy.com

EXHIBIT A

Piedmont Natural Gas Company, Inc.
Tennessee Operations

Exhibit A

<u>Reporting Period: April 2021</u>	<u>Amount</u>
1 Number of Residential customers disconnected for non-payment	500
2 Number of Non-Residential customers disconnected for non-payment	52
3 Cumulative number of Residential customers who have entered into a payment arrangement	2,807
4 Cumulative number of Non-Residential customers who have entered into a payment arrangement	254
5 Number of delinquent Residential accounts	11,379
6 Number of delinquent Non-Residential accounts	986
7 Number of Residential accounts written off to allowance for bad debt	330
8 Number of Non-Residential accounts written off to allowance for bad debt	35
9 Dollar amount of Residential accounts written off to allowance for bad debt	69,434
10 Dollar amount of Non-Residential accounts written off to allowance for bad debt	29,491