



June 16, 2020

Chair Robin L. Morrison
Tennessee Public Utilities Commission
502 Deaderick Street, 4th Floor
Nashville, TN 37243-0001

Re: Docket Number 20-00047

Dear Chair Morrison:

Piedmont Natural Company, Inc. ("Piedmont") hereby files its ongoing response to the Tennessee Public Utilities Commission's ("TPUC") Ongoing Request For Information Related to Measures Taken During The Coronavirus COVID-19 Public Health Emergency. Our response is being filed electronically at TPUC.DocketRoom@tn.gov as directed.

Piedmont continues to serve customers with safe and reliable natural gas service in the manner explained in prior responses, most specifically detailed in our response dated March 24, 2020. There have been no changes to the measures taken by Piedmont to relieve the burden on customers caused by this pandemic. We continue to focus on the health and safety of our customers, employees, and the general public. Many non-essential tasks remain deferred to limit contact opportunities. Employees continue to work from home as practicable. Effective May 18, 2020, Company employees began entering customers' homes upon request to repair appliances. In these circumstances, employees observe social distancing guidelines and utilize appropriate personal protective equipment.

Piedmont is monitoring conditions that will allow a return to more normal operating procedures. In response to Piedmont's update filed in this docket on June 2, 2020, the Consumer Advocate Unit of the Financial Division of the Office of the Tennessee Attorney General ("Consumer Advocate") requested that Piedmont provide a copy of (1) its correspondence with customers to offer deferred payment arrangements and (2) its proposed informational emails to its residential and small general service customers to raise awareness of payment arrangement options. The Consumer Advocate's communication expressed concern that Piedmont's outreach efforts may lead to stress and confusion for customers. Piedmont assures the Commission that is not the Company's intention. Payment arrangements are entirely voluntary and are intended to reduce stress for customers by addressing outstanding balances over time, free of interest charges, and before cold weather returns.



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Concerning part one of the Consumer Advocate's request, Piedmont sent a link via text message to certain customers that provided the option of establishing a deferred payment arrangement. Piedmont has attached copies of screen shots to illustrate this process from the customer's perspective. The informational email requested in the second part of the Consumer Advocate's request has not yet been finalized. Upon completion, a copy will be provided to the Commission in this docket.

Please contact me at any time as needed.

Sincerely,

Bruce P. Barkley
VP – Rates and Natural Gas Supply
704.731.4699
bruce.barkley@duke-energy.com
Attachments

Piedmont Options



Piedmont
Natural Gas

Payment Agreement

Account Number: *****1438

Service Address:
7020 BLUE EARTH CT ORLANDO FL 32818

Your account is eligible for a payment agreement

Please choose an option

- Three Month Payment Agreement
- Six Month Payment Agreement

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Payment Arrangements

Piedmont Natural Gas

1

Piedmont Natural Gas Payment Agreement

Account Number: *****1438

Service Address:
7020 BLUE EARTH CT ORLANDO FL 32818

Based on your choice, the monthly installment for your past due balance includes 3 equal payments of \$30.00. These installments will be in addition to your current natural gas usage. Your payment agreement details are below.

Three Month Payment Agreement Details

Past Due Balance	\$90.00
Estimated Monthly Payments	\$30.00

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Summary

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Piedmont Natural Gas Payment Agreement

Review Terms and Conditions

Below are the terms and conditions of your payment agreement. Please review carefully before you click Submit Request to finalize your request.

You are requesting a 3-month payment agreement on your current past due balance of \$90.00. Your monthly payments will be \$30.00 in addition to your current natural gas charges.

Piedmont Terms & Conditions

During the current COVID-19 state of emergency, we've suspended disconnections for nonpayment and waived fees for late payments.

Therefore, the intent of the extended payment plan is to help keep your natural gas service account as current as possible. This will help you avoid building up a large balance that may be difficult to

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Terms

Piedmont Terms & Conditions

During the current COVID-19 state of emergency, we've suspended disconnections for nonpayment and waived fees for late payments.

Therefore, the intent of the extended payment plan is to help keep your natural gas service account as current as possible. This will help you avoid building up a large balance that may be difficult to manage later, once the current state of emergency is over.

You may make a prepayment of any amount at any time during this agreement. Prepayments will reduce your past-due balance. You may end this agreement by paying all outstanding bills and must satisfy all payment arrangements entirely before entering into another agreement with Piedmont Natural Gas.

If you have questions about this agreement and need to speak with a customer service representative, please call us at 1-800-752-7504 Monday through Friday from 7:30 a.m. to 7p.m. For added convenience, you can also access secure account information anytime using our automated phone system.

We appreciate the opportunity to serve you and will continue to look for ways to adapt and your needs during this difficult time.

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Piedmont Natural Gas Payment Agreement

Thank you! Your request has been submitted

Account Number: *****1438

Service Address:
7020 BLUE EARTH CT ORLANDO FL 32818

You are requesting a 3 month payment agreement on your current outstanding balance of \$90.00. Your monthly payments will be \$30.00 in addition to any new monthly charges billed to your account. Please allow 2 business days to review and process your request.

We welcome your feedback. [Submit a comment](#)

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Confirmation