



September 15, 2020

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

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

Dear Chairman Hill,

Piedmont Natural Gas Company, Inc. (“Piedmont” or “Company”) hereby files its first 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 motion in this docket. This report is for the month of August, 2020. This monthly report is being filed electronically at TPUC.docketroom@tn.gov, as directed in the TPUC’s March 19th Ongoing Request.

Piedmont continues 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 have been no changes in the measures taken by Piedmont to relieve the burden on customers caused by this pandemic. Piedmont continues to encourage customers in arrears to enter into a payment arrangement on their past due balances. Piedmont also continues to focus on the health and safety of our customers, employees and the general public. Employees continue to work from home as practicable. In circumstances where employees interface with customers or the public, they observe social distancing guidelines and utilize 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 has lifted this moratorium effective August 29, 2020. Currently, Piedmont plans to resume disconnecting service for nonpayment of bills beginning in late October 2020.

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

Please contact me any time as needed.

Sincerely,

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

EXHIBIT A

<u>Reporting Period: August 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	80
4 Number of Non-Residential customers who have entered a payment arrangement	6
5 Number of delinquent Residential accounts	14,581
6 Number of delinquent Non-Residential accounts	1,591
7 Number of Residential accounts written off to allowance for bad debt	197
8 Number of Non-Residential accounts written off to allowance for bad debt	12
9 Dollar amount of Residential accounts written off to allowance for bad debt	19,694
10 Dollar amount of Non-Residential accounts written off to allowance for bad debt	7,959