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DIVISION OF ENGINEERING
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Public Service Commission

August 5, 2021

Ms. Dianne M. Triplett
Deputy General Counsel
Duke Energy Florida, LLC
299 First Avenue North
St. Petersburg, FL 33701
Dianne.Triplett@duke-energy.com

**STAFF'S FIRST DATA REQUEST
VIA EMAIL**

Re: Docket No. 20210121-EG – Petition for approval of modifications to demand-side management program plan and participation standards, by Duke Energy Florida, LLC.

Dear Ms. Triplett:

By this letter, Commission staff requests that Duke Energy Florida, LLC (DEF or Utility) provide responses to the following data request:

1. Please describe DEF's disconnection policy, and identify the number of customer disconnections between January 7, 2021, and August 20, 2021.
2. Please explain how the Utility verifies that a customer qualifies as a "low-income customer."
3. Please explain how DEF intends to monitor each of the requested modified programs.

Please refer to the modifications associated with the Neighborhood Energy Saver program for the following questions.

4. In part, Paragraph 6 of DEF's Petition states that the Utility "requests that the projected participation in its Neighborhood Energy Saver residential low-income program increase by an incremental 250 customers per year, beginning in 2022." Please describe the additional marketing and/or promotional efforts that are planned for the Neighborhood Energy Saver program in order to reach a higher number of participants.
 - a. As part of this response, please indicate whether or not there will be any incremental costs associated with outreach. If so, please identify these costs.
5. Please explain how the projected participation increase of 250 customers per year, beginning in 2022, was determined.

6. Please provide the results of all updated cost-effectiveness analyses in Microsoft Excel format with formulas intact.
7. Please provide a table identifying the current annual program costs compared to the projected annual program costs following the requested modification for the years 2022 through 2024.
8. Please provide a table identifying the current monthly bill impact on the general body of customers' monthly bills compared to the projected monthly bill impact on the general body of customers' monthly bills following these modifications for the years 2022 through 2024.

Please refer to the modifications associated with the Home Energy Check program, pages 3 through 4 of Attachment C to the petition, for the following questions.

9. Please identify the measures currently included in the "Energy Efficiency Kit" mentioned on page 3. As part of the response, please provide the total cost of this kit.
10. Referring to page 4, please explain how the cap of 20,000 low-income customers per year, from 2021 to 2024, for the "Assistance Kits" was determined. As part of this response, please explain why the Utility is proposing to limit the number of "Assistance Kits" at 20,000, and address what actions the Utility will take if more than 20,000 qualifying low income customers contact it seeking to participate.
11. Please explain how the Utility determines which customers qualify to receive "Assistance Kits." As part of this response, please explain why this additional kit is limited to low-income customers.
12. Please explain how the customers that qualify to receive "Assistance Kits" will be notified about the availability of the kits.
13. Please identify the measures that will be included in the "Assistance Kits" mentioned on page 4. As part of this response, please provide the total cost of this kit, and indicate whether or not each of these measures is cost-effective.
14. Please identify the anticipated amount of kW and kWh savings associated with each measure to be included in the "Assistance Kits."
15. Page 4 states that "Assistance Kits" will be provided to customers who complete either an online or walk-through audit. The Utility also offers telephonic audits. Is the low-income "Assistance Kit" limited to online or walk-through audit participants only, to the exclusion of phone audit participants? Please explain your response and any justification for excluding phone audit participants. If necessary, submit corrected versions of page 4 of Attachments C and D to reflect the appropriate edits.
16. Please indicate whether or not DEF has provided any "Assistance Kits" thus far. If so, please identify how many.

17. Please explain why this program was selected to provide the “Assistance Kits” to low-income customers as opposed to the kits being added to one of DEF’s current low-income programs.
18. Please provide a table identifying the current annual program costs compared to the projected annual program costs following the requested modification for the years 2021 through 2024.
19. Please provide a table identifying the current monthly bill impact on the general body of customers’ monthly bills compared to the projected monthly bill impact on the general body of customers’ monthly bills following these modifications for the years 2021 through 2022.
20. Please explain how this program modification is consistent with the Florida Energy Efficiency Conservation Act (FEECA), and explain how it will benefit the general body of ratepayers.

Please refer to the modifications associated with the Residential Load Management program for the following questions.

21. Please explain how the decision to provide the \$30 gift card as an incentive to assist low-income customers with accounts more than 60 days in arrears was determined. As part of this response, please explain how the total additional incentive of \$60 was determined, and explain why the incentive specifically targets low-income customers with accounts more than 60 days in arrears.
 - a. Please identify all alternatives to the \$30 gift card DEF considered, and explain the reason for dismissal for each.
22. Please identify the number of low-income customers that currently participate in this program. As part of this response, please identify the number of low-income customers that currently have accounts that are more than 60 days in arrears, and identify the total number of \$30 gift cards DEF expects to provide as part of this program per year (2021 and 2022).
23. Please explain how qualifying customers will be made aware of the \$30 gift card incentive.
24. Please indicate whether or not DEF has provided any \$30 gift cards thus far. If so, please identify how many.
25. Please identify how DEF plans to recover the costs associated with the \$30 gift cards.
26. Please provide a copy of each of the rate schedules associated with this program.
27. Please specify if the Utility is seeking to recover costs for the proposed gift cards through the Energy Conservation Clause. If so, please provide the results of all updated cost-

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effectiveness analyses in Microsoft Excel format with formulas intact inclusive of the added costs.

28. Please provide a table identifying the current annual program costs compared to the projected annual program costs following these modifications for the years 2021 through 2022.
29. Please provide a table identifying the current monthly bill impact on the general body of customers' monthly bills compared to the projected monthly bill impact on the general body of customers' monthly bills following these modifications for the years 2021 through 2022.
30. Please explain how this program modification is consistent with the FEECA, and explain how it will benefit the general body of ratepayers.

Please file all responses electronically no later than **August 26, 2021**, via the Commission's website at www.floridapsc.com, by selecting the Clerk's Office tab and Electronic Filing Web Form (reference Docket No. 20210121-EG). If you have any questions, please contact me by phone at (850) 413-6592, or by email at tthomps@psc.state.fl.us.

Sincerely,

/s/Takira Thompson

Takira Thompson
Engineering Specialist

TTT/jp

cc: Office of Commission Clerk (Docket No. 20210121-EG)
Matthew R. Bernier – Associate General Counsel