



Matthew R. Bernier
Associate General Counsel

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VIA ELECTRONIC FILING

Adam J. Teitzman, Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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

Dear Mr. Teitzman:

On behalf of Duke Energy Florida, LLC ("DEF"), please find enclosed for electronic filing in the above-referenced Docket, DEF's Supplemental Response to Staff's Second Data Request (Nos. 1-17); specifically questions 2, 4-6, 11 and 13.

Thank you for your assistance in this matter. If you have any questions concerning this Response, please feel free to contact me at (850) 521-1428.

Respectfully,

/s/ Matthew R. Bernier

Matthew R. Bernier

MRB/cmw
Enclosure

cc: Walter Trierweiler
Takira Thompson
Phillip Ellis
Laura King

**DUKE ENERGY FLORIDA, LLC'S SUPPLEMENTAL RESPONSE TO
STAFF'S SECOND DATA REQUEST RE. DEF'S PETITION FOR APPROVAL OF
MODIFICATIONS TO DEMAND-SIDE MANAGEMENT PROGRAM PLAN AND
PARTICIPATION STANDARDS**

Original Numbered Questions:

2. Please refer to DEF's response to Staff's First Data Request, No. 2. Please indicate how DEF recovers the costs associated with purchasing household income data.

RESPONSE:

DEF utilizes external customer demographic data, which is purchased for the entire company from a third-party provider, 20% of the total cost is charged to the DEF and recovered through the Company's ECCR, since the data is used in the targeting of customers to participate in energy-efficiency programs.

4. Please refer to DEF's response to Staff's First Data Request, No. 3. Please indicate when DEF intends to develop a monthly process to identify customers who qualify for the "Assistance Gift Cards," and when the Utility will develop a system to keep track of customers who receive gift cards. As part of this response, please indicate whether or not DEF plans to incorporate these processes into the Utility's DSM Program Standards document. If not, please explain.
 - a. Please explain why these processes have not yet been developed.

RESPONSE:

The process will be developed once the program is approved by the Commission. DEF will document and incorporate the process into the Utility's DSM Program Standards document once approved by the Commission.

5. Please refer to DEF's response to Staff's First Data Request, No. 3. Please detail how DEF intends to "broaden the neighborhood boundaries" for the Neighborhood Energy Saver Program.

RESPONSE:

Selected neighborhoods will be broadened by evaluating adjacent streets and neighborhoods to determine if the customer and/or dwelling characteristics are eligible to participate and would benefit from the program.

6. Please refer to DEF's response to Staff's First Data Request, No. 4, and Attachment A. Does DEF anticipate there will be a 5 percent increase associated with outreach, or the 4.1 percent increase reflected in Attachment A. If 5 percent, please indicate the total dollar amount this reflects, and provide a revised version of Attachment A.

RESPONSE:

The 5 percent increase referenced by DEF was only based on an increase to the customer incentives and not the total “Current Program Costs.” DEF’s Attachment A reflects the 5 percent increase applied only to the customer incentive component of program cost and no other cost categories. Hence, the 4.1% discussed in the question reflects the percentage increase to total “Current Program Costs” that occurs from increasing only the customer incentive portion of the program costs by 5%.

The Company was uncertain if outreach costs would need to increase, so it did not include an increase in its projection. However, if a 5% increase is necessary, a 5% increase to the advertising/outreach portion of the program costs increase the total projected program cost by \$3,779 (0.05 x \$75,772). In other words, a 5% increase in advertising/outreach costs would bring the new projected program costs to \$253,032 (\$249,253 + \$3,779), or a 4.2% increase versus total “Current Program Cost.”

- a. Referring to Attachment A, please identify the reason for the large increase in the “Current Program Costs” column from 2021 to 2022 for the Neighborhood Energy Saver Program.

RESPONSE:

The Current Program Costs in 2021 were based on January through June 2021 actuals and July through December 2021 projections. The program did not achieve the projected participation levels due to COVID-19. The 2022 projection does not assume impacts from COVID-19.

11. Please refer to DEF’s response to Staff’s First Data Request, No. 17. In its response, DEF states that “. . . the Neighborhood Program is designed to target specific neighborhoods and directly install measures in customer homes ” Please explain if the portion of the Home Energy Check Program that will be providing additional “Assistance Kits” will be targeting specific neighborhoods as well.

RESPONSE:

The Home Energy Check Program (HEC) is distinct and unique from the Neighborhood Program in that it is not a community-based, geographically targeted program. DEF has agreed to develop and share with stakeholders a marketing plan to reach low-income customers to achieve the desired increase. While there could be concentrations of customers in certain neighborhoods based on income demographics, HEC will not use the same customer acquisition techniques as the Neighborhood Program.

- a. As part of the Home Energy Check Program, please explain if customers will be expected to install the measures included in the “Assistance Kits” themselves.

RESPONSE:

The measures included in the “Assistance Kit” are such that could be installed by

customers who choose to do so but would be installed by the auditor at the time the audit is completed.

13. Please refer to DEF's response to Staff's First Data Request, No. 21. Please indicate whether or not the \$30 gift card will only be available to customers currently participating in the Residential Load Management Program. Please explain.

RESPONSE:

Yes, per the terms of the MOU.

- a. Please indicate whether or not the \$30 gift card can be used for purposes other than bill relief. If so, please explain.

RESPONSE:

While it is not administratively feasible to require the \$30 gift card to be used only for the purpose of electric bill relief, the intent is to provide the form of a \$30 gift card to allow customers impacted by COVID-19 to have additional funds to pay their electric bill and reduce their arrearages. The gift cards are not intended to be charitable contribution, but rather a limited-time, incremental, program incentive to assist specific participating customers in the Residential Load Management Program that are in arrears.