



April 27, 2022

Michael Barrett
Economic Supervisor, Conservation Section, Division of Economics
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Florida 32399-0688

Subject: Staff's First Data Request, Orlando Utilities Commission 2021 DSM Annual Report

Dear Mr. Barrett

Attached please find an electronic version (in PDF format) of the Orlando Utilities Commission (OUC) responses to the subject Data Request. The attached responses are being submitted by nFront Consulting on behalf of OUC.

If you have any questions about the attached responses, please do not hesitate to contact me.

Respectfully submitted,

/s/ 

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1. Please describe how OUC monitors federal energy efficiency standards and Florida Building Code requirements. Address in your response how the Company modifies existing programs to reflect changes, when necessary.

OUC Response:

OUC has dedicated staff that work on OUC's efficiency and conservation measures. These staff members engage with membership organizations for energy efficiency that help to track/monitor federal and state requirements, including Association of Energy Service Professionals, American Public Power Association (APPA), and Florida Municipal Electric Association (FMEA).

OUC regularly makes adjustments to its rebates due to code changes and other market changes. OUC then modifies its web site and program materials, and makes internal system changes for rebate processing.

2. Please answer the following regarding OUC's conservation research and development (CRD) initiatives that evaluate emerging DSM opportunities:

A. Identify and describe any new CRD initiatives that were launched in 2021.

OUC's Response:

OUC did not launch any new energy-related CRDs in 2021. On the water side, OUC launched a Smart Water Monitoring Device rebate pilot program.

B. Provide updates on the status of all on-going CRD initiatives that began before 2021, and if applicable, attach interim and/or final reports on work completed in 2021.

OUC's Response:

OUC completed the installation of its Nanogrid, a small-scale microgrid comprising a range of different distributed energy resource (DERs) technologies, in April 2020. The Nanogrid is a living laboratory for testing intelligent dispatch and controls of DERs for demand management and resiliency as well as for individual device-level evaluations. Located at OUC's Gardenia facility, the Nanogrid currently includes 60 kW of floating solar PV, 80 kWh of vanadium redox flow batteries, EV DC fast charging, level 2 EV charging and vehicle-to-grid (V2G) EV charging.

Current Nanogrid research includes the following:

- Utilizing solar plus storage for demand mitigation for EV charging
- Resiliency operations of EV charging during extended outages
- EV demand response through V2G operations.

The Nanogrid was developed in 2019 and installed in April 2020. Since that time, OUC has been developing an intelligent controls system that will optimally dispatch DERs for different use-cases. Research is on-going and no interim or final reports have been finalized.

3. Please answer the following regarding OUC's Low Income Programs:

A. Describe the conservation efforts OUC used in 2021 to ensure low-income customers are aware of, and have access to, conservation programs. Address in your response if any of these efforts were changed or modified in 2021, compared to prior years.

OUC's Response:

OUC continues to provide extensive seasonal savings information. For example, a *Hot Weather Survival Guide*, to help customers lower their bills is shared via multiple channels, such as *OUC.com/hotweather*, our *Connections* printed newsletter, *OUCConnect* e-newsletter, *OUCConnect* blog and social media channels. When temperatures are forecasted to be 96 degrees or greater, non-payment service disconnections are suspended. We also provide information to elected officials, community groups and churches to share with their constituents.

In celebration of Earth month, in April 2021, OUC launched the "Tiny Ways Green Your Routine" marketing campaign which encouraged customers to implement small behavior changes to increase energy conservation in their everyday lives. Customers and employees were encouraged to take a pledge to Green Your Routine. OUC surpassed the goal 300 pledges and by the end of the campaign, more than doubled with 704 pledges. This campaign was also promoted through paid multi-media and social, totaling more than 730,000 impressions.

In July 2021, OUC hosted a three-part virtual meeting series targeted to neighborhood HOA's (homeowner associations) and NOA's (neighborhood associations) within our service territory. Attendees, including 16 board presidents and representatives, had the opportunity to learn more about OUC's products and services, as well as how to save energy, water, and money so they could pass the knowledge along to their neighbors. Attendees met with OUC experts who gave them a closer look at OUC's efficiency programs, including rebates, and conservation tips.

In 2021, OUC partnered with MCR Performance Solutions to review our existing conservation programs and provide recommendations for enhancement, including our income-based program Efficiency Delivered.

In addition, OUC offers the Google Translate tool on *OUC.com* to ease the navigation for customers who speak a language other than English or Spanish.

And in 2021, OUC's Power Pass prepaid metering program surpassed 15,000 customers – residential and small businesses. OUC has also contracted with Bidgely that sends out Energy Reports to over 40,000 customers every other month with tips and suggestions on ways to save energy.

B. Identify OUC's partnerships with government and non-profit agencies in 2021 designed to help identify low-income neighborhoods and educate customers on conservation opportunities.

OUC's Response:

OUC's most impactful programs are in its Empowerment Zone program, which is helping revitalize neighborhoods in the 32805 zip code, one of the most economically disadvantaged areas within OUC's service territory. Together with several agencies, including the City of Orlando, OUC is working to help families build better lives by bringing jobs, pre-apprenticeship opportunities, mixed-income and energy-efficient housing and more. In 2020, as part of phase one of the partnership with the Central Florida Regional Housing Trust (CFRHT), OUC improved tenants' living conditions with electric and water efficiency upgrades to 83 refurbished units in low-income community.

In 2021, OUC entered into the second phase of the partnership with the Central Florida Regional Housing Trust (CFRHT) Partnership, which includes construction of 16 new single-family homes within OUC's Empowerment Zone to provide affordable housing to low income residents. OUC will provide energy conservation incentives as well as funding for energy-efficiency and sustainability measures, such as air ducts in air-conditioned spaces or foam roof decking, 16 SEER A/C units rather than 14 SEER as required by code, heat pump water heaters, and "EV charging ready" and "solar ready" home units. Further, this partnership will provide joint education opportunities as well as OUC representation on the CFRHT board and committee(s) to promote sustainability and efficiency, and to provide recognition of OUC as a collaborative entity with CFRHT.

On Feb. 10, 2021, OUC unveiled the Tiny Green Home, a partnership between OUC, the City of Orlando and Orlando Science Center (OSC). The Tiny Green Home is an educational resource center on wheels bringing exceptional value to our customers and community value through education and innovation. In 2021, the Tiny Green Home had more than 2,000 visitors.

Since 2009, OUC has partnered with the Orlando Science Center to deliver an interactive curriculum to Orange and Osceola county public school classrooms within OUC's service territory. The Project AWESOME program includes two 90-minute classroom workshops for students as well as hands-on labs and pre- and post-classroom activities. The first workshop explores renewable energy and the importance of energy efficiency. The second workshop explores water efficiency and alternative sources of water for growing community needs. The curriculum, which meets Common Core Standards, has been taught in nearly 4,400 classes since 2009 – reaching more than 100,000 students.

- 4. In the responses to Staff's Second Data Request, dated June 24, 2021, as relates to OUC's 2020 DSM Annual Report, the Company reported that it implemented the use of several technology tools or adjusted practices which allowed it to continue to offer DSM program(s) or services while still adhering to public health recommendations. Were all such tools and practices continued in 2021? Please describe any changes, additional use**

of technology tools, or adjusted practices made in 2021 compared to those that were launched in 2020.

OUC's Response:

Throughout the pandemic, OUC Conservation Specialists continued to make field visits to customers' homes and businesses. During periods when the COVID positivity rates were very high, we would perform a modified field visit. During these visits, we would remain on the outside of the home/business, conduct conversations with customers at a safe distance of six or more feet, and in some cases, customers were more comfortable using video call capabilities while we were at their property. We also experimented with a handful of fully-virtual Webex discussions with customers to review their consumption information together.

In 2021, we completed a total of 143 proactive energy audits for our customers (138 residential, 5 commercial), and we began performing these visits in April 2020. We are able to identify issues such as a malfunctioning A/C heat strips and hot water leaks (using AMI electric meter data) up to several weeks before a customer receives their bill. Customer accounts are flagged if the average daily consumption over a three-day period is at least 225% greater than the average daily consumption over the previous 180 days. For example, if a customer's 180-day daily average was 40 kWh/day and began consuming an average of 130 kWh/day or more for three days, they would be flagged.

By proactively notifying customers of an issue, they are able to take necessary steps to correct the cause of their spike in consumption. For these visits, we manually review a report each morning and physically visit the customer at their property. In most cases, we are able to meet with someone at the property to provide assistance. If no one is at the property, our Conservation Specialists contact the customer by phone and/or email to advise of the issue. No postcards or emails are automatically generated yet. Please let me know if you have any questions

5. Please respond to the following questions regarding residential and commercial/industrial DSM programs for which OUC suspended on-site visits in 2021.

A. Discuss how OUC communicated with or responded to customers about suspended programs.

OUC's Response:

OUC did not suspend site visits at any point. We only modified what our team members were allowed to do during the visits. We only stopped field visits at the initial onset of COVID in March 2020 for approximately two weeks.

B. Discuss how, or if, OUC changed any aspect of its communication with customers to draw a distinction between suspended and non-suspended programs.

OUC's Response:

OUC had a disclaimer on our website which described how we conduct modified field visits. Also, Customer Service Reps conveyed the modified field visit details to customers when scheduling audits.

C. Describe any educational and/or promotional resources that were developed by OUC during 2021 to encourage participation in non-suspended programs.

OUC's Response:

The Tiny Green Home (TGH) was unveiled at the Science Center in early 2021. This was a combined effort to promote conservation and sustainability to our customers. The TGH has since traveled to several community events throughout our service territory.

D. For each program for which the Company suspended on-site visits, please complete the following table.

OUC's Response:

OUC operations continued as normal for all programs. The only slight variation to our field visits was the modified safety precautions that were taken. On-site visits were conducted the entire year. No programs were suspended.

[Program Name _____] Wait List and Participation Details			
Period	Program Offered or Suspended (mark "O" or "S")	Number of Program Participants	Number of Wait-Listed Participants
January 2021			
February 2021			
March 2021			
April 2021			
May 2021			
June 2021			
July 2021			
August 2021			
September 2021			
October 2021			
November 2021			
December 2021			
January 2022			
February 2022			
March 2022 (if available)			

6. In 2021, did supply chain disruptions impair the Company's ability to offer conservation programs? If so, provide a detailed response that identifies the program(s), the specific challenge(s), and the responsive actions taken.

OUC's Response:

OUC did not experience too many effects of the supply chain disruptions to our programs. We were able to offer all programs, including field visits and conservation kits to our customers.

7. Beginning on Page 2-1 in the Company's 2021 DSM Annual Report, information is provided about OUC's Residential Home Energy Survey program.

A. Does the Company offer an audit by telephone for its residential customers? If so, please state the number of audits that were conducted by phone in 2021.

OUC's Response:

This is not a standard offering and is done only when a customer requests it, or if a specific issue which is causing high consumption can be identified and discussed over the phone.

B. If Company does not offer an audit by telephone for its residential customers, has the Company examined the feasibility of expanding its audit program to include a telephonic option? If so, summarize the results of such discussions.

OUC's Response:

This is not a standard offering and is done only when a customer requests it, or if a specific issue which is causing high consumption can be identified and discussed over the phone. Otherwise an on-site visit is preferred and allows a greater opportunity to engage the customer to identify a variety of conservation measures or behaviors they can implement to save energy.

8. On Page 2-2 in the Company's 2021 DSM Annual Report, information is provided about OUC's Commercial Energy Audit program.

A. Does the Company offer an audit by telephone or an online option for its commercial/industrial customers? If so, please state the number of audits that were conducted by either/both methods in 2021.

OUC's Response:

Not currently. These are all performed in the field, unless a customer requests to meet via phone or Webex.

B. If Company does not offer an audit by telephone or an online option for its commercial/industrial customers, has the Company reviewed the feasibility of expanding its audit program to include these options? If so, summarize any actionable items determined as a result of such review.

OUC's Response:

This is not a standard offering and is done only when a customer requests it, or if a specific issue which is causing high consumption can be identified and discussed over the phone. Otherwise an on-site visit is preferred and allows a greater opportunity to engage the customer to identify a variety of conservation measures or behaviors they can implement to save energy.

9. On Page 3-1 of the Report, OUC provides information reflecting the number of Online Residential Energy Surveys completed in 2021 was 5,626. Please explain the factors that contributed to the growth in participation compared to 2020, when only 164 surveys were completed.

OUC's Response:

The increased number is due to our new vendor's (Bidgely) online energy audit portal being unveiled in 2021.