



FILED 4/25/2023
DOCUMENT NO. 02849-2023
FPSC - COMMISSION CLERK

Attorneys and Counselors at Law
123 South Calhoun Street
P.O. Box 391 32302
Tallahassee, FL 32301

P: (850) 224-9115
F: (850) 222-7560

ausley.com

April 25, 2023

VIA: ELECTRONIC MAIL

Mr. Adam Teitzman
Commission Clerk
Florida Public Service Commission
Room 225E – Gerald L. Gunter Building
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Staff's First Data Request on Tampa Electric Company's
2022 DSM Annual Report (UNDOCKETED 20230000)

Dear Mr. Teitzman:

Attached are Tampa Electric Company's responses to Staff's First Data Request (Nos. 1-9) propounded by email on March 31, 2023, regarding Tampa Electric Company's 2022 DSM Annual Report.

Thank you for your assistance in connection with this matter.

Sincerely,

A handwritten signature in blue ink that reads 'Malcolm N. Means'.

Malcolm N. Means

MNM/bml
Attachment

cc: Paula Brown (w/attachment)
Mark Roche (w/attachment)
Judy Harlow (w/attachment)
TECO Regulatory Dept. (w/attachment)

**TAMPA ELECTRIC COMPANY
2022 DSM ANNUAL REPORT
STAFF'S FIRST DATA REQUEST
REQUEST NO. 1
BATES PAGE(S): 1-2
FILED: APRIL 25, 2023**

1. Please provide an Excel file (spreadsheet), in electronic format with cell formulas, of the 2022 Report.
 - A. Tampa Electric is providing attachment in MS Excel format containing, "BS#2_DR1_Rev9_NEW_1-24-23_2022_Report_wo_links_for_DSM_Fore" that provides the company's Demand Side Management ("DSM") achievements by program in electronic format with cell formulas intact of the 2022 Report.

**TAMPA ELECTRIC COMPANY
2022 DSM ANNUAL REPORT
STAFF'S FIRST DATA REQUEST
REQUEST NO. 2
BATES PAGE(S):3-4
FILED: APRIL 25, 2023**

2. Please answer the following regarding federal energy efficiency standards and Florida Building Code requirements.

- A. Please describe how Tampa Electric Company (TECO or company) has changed the way it monitors current federal energy efficiency standards and Florida Building Code requirements, compared to the methods it used in 2021, if applicable.
- B. What impact, if any, did changes in federal or state standards have on the cost effectiveness of conservation programs in 2022?
- C. If applicable, what existing programs, if any, are under review for possible modification in 2023 to reflect changes to federal or state standards?

- A.
 - a. Tampa Electric continued to use the same methodology in 2022 for monitoring upcoming and potential changes to building codes and appliance energy efficiency standards that the company used in 2021.
 - b. In 2022, no building codes or appliance energy efficiency standards affected the company's DSM programs cost-effectiveness.
 - c. Tampa Electric is aware of the change that took place on January 1, 2023, which increased the energy efficiency requirement for residential HVAC units from a 14 Seasonally Average Energy Efficiency Ratio ("SEER") to a 15 SEER. The company has been following this since the change notice came out and the company has incorporated this change, which became effective on January 1, 2023. The company's DSM Standard for this program is written that specifies that as long as the customer exceeds the current appliance standard by at least 1 SEER rating – they qualify for the rebate, so this automatically stepped up from a 15 SEER to a 16 SEER.

Beyond this change that occurred on January 1, 2023, Tampa Electric is not projecting any necessary changes to any of the other current DSM programs the company facilitates for possible modification in 2023 to reflect changes from federal or state standards changes.

In addition, the company is in the process of collaborating with the other Florida Energy Efficiency and Conservation Act ("FEECA")

**TAMPA ELECTRIC COMPANY
2022 DSM ANNUAL REPORT
STAFF'S FIRST DATA REQUEST
REQUEST NO. 2
BATES PAGE(S):3-4
FILED: APRIL 25, 2023**

utilities to develop the next Technical Potential Study (“TPS”) which will support the DSM Goals and Plans for the 2025-2034 period. This TPS development considers building code and appliance energy efficiency standards impacts for each of the measures included in the study. The company is projecting to file to the proposed DSM Goals and Programs in the spring or summer of 2024.

**TAMPA ELECTRIC COMPANY
2022 DSM ANNUAL REPORT
STAFF'S FIRST DATA REQUEST
REQUEST NO. 3
BATES PAGE(S):5
FILED: APRIL 25, 2023**

- 3.** Please answer the following regarding TECO's conservation research and development (CRD) initiatives that evaluate emerging DSM opportunities:
 - A.** Identify and describe any new CRD initiatives that were launched in 2022.
 - B.** Provide updates on the status of all on-going CRD initiatives that began before 2022, and if applicable, attach interim and/or final reports on work completed in 2022.
- A.**
 - a.** Tampa Electric did not initiate any new Conservation Research and Development ("CRD") Initiatives in 2022.
 - b.** Tampa Electric provided the status of all on-going CRD initiatives that began before 2022 in the company's Annual DSM Report that was filed with the Commission on March 1, 2023. The company did not complete any CRD initiatives in 2022 so there are no final reports at this time. The company files all final reports upon completion of a CRD initiative within the next Annual DSM report that is filed.

**TAMPA ELECTRIC COMPANY
2022 DSM ANNUAL REPORT
STAFF'S FIRST DATA REQUEST
REQUEST NO. 4
BATES PAGE(S):6-8
FILED: APRIL 25, 2023**

4. Please answer the following regarding marketing and outreach efforts in 2022:

- A. On Page 15 of the Report, TECO provides information on the number of audits conducted in 2022, by type. Compared to similar results from 2021, participation levels were higher in both residential and C/I customer classes. Please describe the marketing and outreach methods and techniques the company used to promote residential and C/I audit programs in 2022. Address in your response whether any of these efforts were new, changed, or modified in 2022, compared to prior years.
- B. Describe the marketing and outreach efforts in 2022 that specifically promoted TECO's Low Income Programs.
- C. On Page 46 of the Report, TECO provides information stating that the first customer to enroll in the Residential Prime Time Plus program did so in December, 2022. Please describe the marketing and outreach efforts from 2022 and also planned for 2023 to specifically

A. a. **Residential:** In 2021, marketing efforts for the Residential Energy Audits were shifted to focus on Phone and Virtual Audits that didn't require face-to-face meetings due to the COVID-19 pandemic. All in-person appointments were suspended for the safety of team members and customers, so the company's marketing efforts were focused on providing other options to customers so the company could still provide energy efficiency information and services during that time. In 2022, marketing efforts reverted back to normal for the in-person energy audits once the company resumed business as usual and caught up on the backlog of customers that were added to a waiting list for an in-person appointment during the pandemic.

Commercial/Industrial: In 2021, marketing efforts for the Commercial/Industrial Energy Audits were shifted to focus on Phone Audits that didn't require face-to-face meetings due to the COVID-19 pandemic. All in-person appointments were suspended for the safety of team members and customers, so the company's marketing efforts were focused on providing other options to customers so the company could still provide energy efficiency information and services during that time. In 2022, the company put forth a lot of effort into

**TAMPA ELECTRIC COMPANY
2022 DSM ANNUAL REPORT
STAFF'S FIRST DATA REQUEST
REQUEST NO. 4
BATES PAGE(S):6-8
FILED: APRIL 25, 2023**

accommodating new customer requests for energy audits, while addressing the waiting list for audits that had been created. Additionally, the Energy Analysts that perform commercial and industrial energy audits performing personalized outreach to customers, performed committee presentations to groups or association meetings, and conducted email advertising to market the energy audit.

- b. In 2022, Tampa Electric used several communication avenues to assist existing customers to ensure low-income customers are aware of, and have access to, the company's conservation programs. These communications include social media Facebook and Twitter posts from Tampa Electric's Corporate Communications Department to all Tampa Electric customers, including low-income customers. These social media posts include announcing when, where and in what neighborhoods the company will be installing the Neighborhood Weatherization Program. In addition, these social media posts will provide information announcements on any upcoming community energy education and awareness events where the company will be promoting the Energy and Renewable Education, Awareness and Agency Outreach program. When customers attend an energy education and awareness event in the community, it affords the company the opportunity to engage the customer with an energy expert from Tampa Electric and to present valuable energy-saving tips and program information. Tampa Electric continued to grow its customer attendance over the past year by focusing on increasing the number of energy education and awareness events the company participates in. These events are free to customers who attend, and attendees may be eligible to receive a free energy-savings kit.

In addition, Tampa Electric has continued to strengthen the relationships with community agencies, such as the Center for Economic Development, Hillsborough County Schools, Tampa Housing Authority, as well as the company's internal Customer Experience ("CE") Social Services department to help further promote the companies DSM programs that can assist these customers.

- c. Tampa Electric initiated the Prime Time Plus program in late 2022. In 2022, the initial program participation was limited to invitation only for internal Tampa Electric team members that were also customers of the company to provide a soft rollout of the program. This soft rollout of the program was designed to limit the initial participation to

**TAMPA ELECTRIC COMPANY
2022 DSM ANNUAL REPORT
STAFF'S FIRST DATA REQUEST
REQUEST NO. 4
BATES PAGE(S):6-8
FILED: APRIL 25, 2023**

approximately 15 participants. The first customer was added in December which began the testing and verification of all of the supporting systems and processes. Additional initial participants were added to the program in January 2023 as planned. The company successfully completed the testing and verification of the systems and processes and opened the program to all Tampa Electric residential customers on March 27, 2023. For 2023, the Prime Time Plus program Will be advertised on the company's website and will be promoted at energy education events the company participates in. Further advertising will be evaluated according to program adoption rate. In addition, customers wanting to participate in this program have the ability to self-service enroll directly through their Tampa Electric account portal.

**TAMPA ELECTRIC COMPANY
2022 DSM ANNUAL REPORT
STAFF'S FIRST DATA REQUEST
REQUEST NO. 5
BATES PAGE(S):9
FILED: APRIL 25, 2023**

- 5.** Page 22 of the Report indicates that participants in the company's Low Income Weatherization program need not own the home they reside in in order to qualify for the program. Are such participants able to receive all 12 energy saving measures from TECO, or are there some measures (e.g., ceiling insulation, sealing foam, etc.) that are not installed in whole or in part due to the fact that the property is rented rather than owned? Please explain.

- A.** Home ownership is not a qualification to participate in the company's Neighborhood Weatherization Program. All 12 of the energy saving measures are installed, including attic insulation and duct sealing when applicable, to the premises. For example, on a two-story multi-family apartment facility, attic insulation will be installed above the second-floor attic space for a qualifying apartment complex, but not above the first floor's ceiling space. The energy savings measures are installed, when applicable, regardless of the person occupying the premise with electrical service owns or does not own the home.

**TAMPA ELECTRIC COMPANY
2022 DSM ANNUAL REPORT
STAFF'S FIRST DATA REQUEST
REQUEST NO. 6
BATES PAGE(S):10-11
FILED: APRIL 25, 2023**

6. Page 44 of the Report, TECO provides information about its Neighborhood Weatherization program. Please answer the following:
- A. Data presented indicates the number of participants in this program increased from 2,923 in 2021 to 9,159 for 2022. Please identify the most significant factors that contributed to the large increase in participation for this program.
 - B. Were all 9,152 participants residents of Hillsborough County? If applicable, state the number of participants that were outside of Hillsborough County.
 - C. Please describe how a qualified customer can enroll in this program. Address in your response the company's direct role in this process, and whether TECO customer service agents assist customers through the entire enrollment process, or whether the company's direct involvement ends if/when customers are referred to other social service entities (such as county level agency staff or others).
 - D. Please explain how the offering, distribution, and accounting of TECO incentives in this program are coordinated through county level agencies and vendors.
 - E. Describe what resources or training, if any, the company provides to social service entities (such as county level staff in its service territories) to assist them with addressing enrollment-related questions from qualified customers about this program.
- A. a. The factor that drove the large increase in participation was the return to full operations after the COVID-19 pandemic
- b. No, Polk County had 251 participants, Pasco County had three participants, Pinellas County had zero participants, and Hillsborough County had 8,898 participants.
- c. Customers who are concerned with the rise in electrical cost or may have other contributing factors driving higher usage will find themselves referred to the company's Energy Management Services Program Support team after speaking to one of Tampa Electric's Customer Care representatives or one of the company's internal CE Social Services team members. The customer could also be referred

**TAMPA ELECTRIC COMPANY
2022 DSM ANNUAL REPORT
STAFF'S FIRST DATA REQUEST
REQUEST NO. 6
BATES PAGE(S):10-11
FILED: APRIL 25, 2023**

from a Neighborhood Services Center, such as Mid Florida. Once Energy Management Services has the call, the team member will gather information from the customer to determine if their residence is located within a qualifying low-income neighborhood and if so, the team members will schedule the weatherization audit and review the premise qualifications for all, or part, of the programs measures for installation. In addition, the Energy Management Services team members will work directly with the company's internal CE Social Services team to identify customers who qualify for low-income weatherization assistance as each of these customers has received financial assistance to cover electrical costs, such as via Low-Income Home Energy Assistance Program ("LIHEAP").

- d. Tampa Electric does not pay any incentives to county level agencies or organizations. The incentives that are paid as part of this program pays for the installation of duct seal and insulation. These duct seal and insulation incentives are paid directly to participating contractors that deliver the weatherization program, this includes single and multi-family.

- e. Tampa Electric's Program Manager that oversees the Neighborhood Weatherization and Energy and Renewable Education, Awareness and Agency Outreach works directly with county level staff providing training on all the measures and how a qualifying customer can enroll in the program. Mid Florida that covers seven counties uses an additional tool to highlight the free service, every Wednesday when they promote Weatherization Wednesday via social media which includes links on reducing energy cost and how to connect to receive weatherization services. Additionally, communication from staff at Mid Florida is provided monthly to the Program Manager who receives an updated list of all the customers receiving assistance. Tampa Electric is also determining another method to promote and enroll more of these customers to participate in the Neighborhood Weatherization Program. The company also provides internal training delivered by Energy Management Services staff directly to CE Social Service team members. All of the company's internal representatives have participated in a weatherization audit ride along in the field to understand the steps taken in this program. This training provides a direct impact when assisting customers who qualify for this program.

**TAMPA ELECTRIC COMPANY
2022 DSM ANNUAL REPORT
STAFF'S FIRST DATA REQUEST
REQUEST NO. 7
BATES PAGE(S):12
FILED: APRIL 25, 2023**

- 7.** In 2022, the Utility Cost per Installation for the program Residential Alternate Audit was \$523, whereas in 2021 the Utility Cost per Installation for this program was \$2,165. Specifically describe the reasons for the change in costs from 2021 to 2022.
 - A.** The change in Utility Cost per Installation for the Residential Alternate Audit from 2021 to 2022 is a direct effect of the COVID-19 pandemic. All field activities for this program were suspended from January through the beginning of November 2021 when in-home appointments were resumed with safety precautions in place. The large difference in the Cost of Installation is solely due to the very limited number of Residential Alternate Audits that were completed in 2021.

**TAMPA ELECTRIC COMPANY
2022 DSM ANNUAL REPORT
STAFF'S FIRST DATA REQUEST
REQUEST NO. 8
BATES PAGE(S):13
FILED: APRIL 25, 2023**

- 8.** On Page 48 of the Report, TECO provides information reflecting that the number of participants in the Free Commercial/Industrial Audit program increased from the 101 recorded in 2021 to 766 for 2022. Please identify the most significant factors that contributed to the large increase in participation for this program.
 - A.** The factor that drove the large increase in participation was the return to full operations after the COVID-19 pandemic. Additionally, as explained in Response No. 4a above, the marketing efforts done by the Energy Analysts that perform commercial and industrial energy audits increased the participation in this program.

**TAMPA ELECTRIC COMPANY
2022 DSM ANNUAL REPORT
STAFF'S FIRST DATA REQUEST
REQUEST NO. 9
BATES PAGE(S):14
FILED: APRIL 25, 2023**

9. In 2022, what was the company's System Average Line Loss percentage
- A. The company's system average line loss values used in DSM are as follows:
- Residential:
 - Power (kW): 7.3 percent
 - Energy (kWh): 5.6 percent

 - Commercial/Industrial
 - kW: 7.0 percent
 - kWh: 5.2 percent