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**ELECTRONIC FILING**

Mr. Adam Teitzman  
Commission Clerk  
Florida Public Service Commission  
Betty Easley Conference Center  
2540 Shumard Oak Boulevard, Room 110  
Tallahassee, Florida 32399-0850

RE: Orlando Utilities Commission's Responses to Staff's Second Data Request  
re: OUC's 2023 DSM Annual Report

Dear Mr. Teitzman:

Attached for filing are Orlando Utilities Commission's responses to Staff's Second Data Request No.1, Parts A and B, regarding OUC's 2022 and 2023 Annual Conservation Reports, which were submitted to the Commission Staff in March of 2022 and March of 2023, respectively. A copy of the Staff's Data Requests is attached with OUC's responses.

As always, OUC thanks you and your staff for your professional assistance with handling this filing. Please call or email me if you or the Commission Staff have any questions regarding this filing.

Cordially yours,

/s/ Robert Scheffel Wright  
Robert Scheffel Wright

Enclosure

Copy: Mr. Michael Barrett, Economic Supervisor

**Orlando Utilities Commission**  
**Responses to Staff's Second Data Request No. 1 re:**  
**OUC's 2022 and 2023 Annual Conservation Reports**  
**UNDOCKETED**

1. Page 3-1 of the 2022 Report indicates that the utility conducted a total of 6,855 residential audits in 2021, with 5,626 recorded as online audits, and 1,229 recorded as on-site audits. Page 3-1 of the 2023 Report indicates that the utility conducted a total of 1,469 residential audits, all recorded as on-site audits. Please address the following:
  - A. Page 3-1 of the 2023 Report appears to indicate that zero online Residential Energy Surveys were conducted in 2022. What are the reasons that no online residential energy audits were conducted in 2022?

OUC Response

At the outset, OUC wishes to clarify that OUC continued to conduct Online Residential Energy Surveys (“Online Surveys”) in 2022 and that OUC continues and will continue to conduct Online Surveys. OUC conducts the Online Surveys as part of the customer application and intake process for its Home Energy Reports Program. The Home Energy Reports Program is a customer-facing educational outreach program that encourages customers to conserve by sending them regular emails that compare their consumption to that of their more efficient neighbors. The energy savings that result from the Home Energy Reports Program are not counted toward meeting OUC’s numeric conservation goals under FEECA.

The change observed by the PSC Staff from OUC’s 2022 Annual Conservation Report to the 2023 Report was in the reporting of these Online Surveys, not in OUC’s conducting those Surveys. In fact, OUC completed 1,185 Online Surveys in 2022.

The change in reporting came about as follows. In OUC’s 2022 Annual Conservation Report, OUC reported separate line items for On-Site Residential Energy Surveys for Single Family Homes, for On-Site Residential Energy Surveys for Multi-Family Homes, for Online Residential Energy Surveys, and for Commercial Energy Audits. The On-Site Residential Energy Surveys and Commercial Energy Audits are “energy audits” as defined in the PSC’s rules. In the 2022 Annual Conservation Report (covering OUC’s 2021 energy conservation activities), the Online Surveys were reported along with the On-Site Surveys. In 2022, OUC changed the contractor that conducts the

Online Surveys, and in conjunction with that change, OUC staff evaluated the content and use of the Online Surveys. That evaluation led OUC to conclude that, although the information is energy use data collected via an online survey form completed by the customer, the Online Surveys were not energy audits (and not Computer-Assisted Audits) within the meaning of PSC Rule 25-17.003(3), F.A.C. Accordingly, OUC decided to remove the Online Surveys from the 2023 Annual Conservation Report to eliminate any possible misapprehension that the Online Surveys were “Computer-Assisted Audits” under the rules.

In summary, OUC changed the reporting of its Energy Surveys but did not change its program efforts. OUC still conducts residential energy audits, which are reported as On-Site Residential Energy Surveys for Single Family Homes and On-Site Residential Energy Surveys for Multi-Family Homes. Additionally, OUC still conducts the Online Residential Energy Surveys as part of the application and intake process when customers sign up for OUC’s Home Energy Reports Program. There was no material change in OUC’s program efforts, only a change in reporting for the reasons explained above.

- B. In 2022, participation in the utility’s on-site Residential Energy Survey programs grew by about 20 percent (from 1,229 participants in 2021 to 1,469 participants in 2022). Please describe what actions the utility took in 2022 to achieve those results.

### OUC Response

Initially, OUC notes that OUC made no changes in our On-Site Residential Survey program for either Single Family Homes or Multi-Family Homes. Although OUC has not conducted any specific analyses of the reasons for the increase in customer participation in OUC’s On-Site Residential Energy Survey program, OUC believes that the increased customer participation was likely driven by exogenous factors, particularly the significant fuel cost increases that impacted OUC’s rates in the second half of 2022 and the additional bill impacts that customers felt due to above-normal temperatures during that period.

COMMISSIONERS:  
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STATE OF FLORIDA



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# Public Service Commission

July 21, 2023

Christopher Browder  
Orlando Utilities Commission  
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Orlando, FL 32802  
[cbrowder@ouc.com](mailto:cbrowder@ouc.com)

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

## Re: Orlando Utilities Commission's 2022 DSM Annual Report

Dear Mr. Browder:

For the purpose of this question, please refer to Orlando Utilities Commission's 2023 DSM Annual Report (2023 Report), submitted to the Commission on March 1, 2022, and also to Orlando Utilities Commission's 2022 DSM Annual Report (2022 Report), which was submitted to the Commission on March 1, 2021.

1. Page 3-1 of the 2022 Report indicates that the utility conducted a total of 6,855 residential audits in 2021, with 5,626 recorded as online audits, and 1,229 recorded as on-site audits. Page 3-1 of the 2023 Report indicates that the utility conducted a total of 1,469 residential audits, all recorded as on-site audits. Please address the following:
  - A. Page 3-1 of the 2023 Report appears to indicate that zero online Residential Energy Surveys were conducted in 2022. What are the reasons that no online residential energy audits were conducted in 2022?
  - B. In 2022, participation in the utility's on-site Residential Energy Survey programs grew by about 20 percent (from 1,229 participants in 2021 to 1,469 participants in 2022). Please describe what actions the utility took in 2022 to achieve those results.

Please file all responses electronically no later than August 14, 2023, via the Commission's website at [www.floridapsc.com](http://www.floridapsc.com), by selecting the Clerk's Office tab and Electronic Filing Web Form. Please feel free to call me at (850) 413-6544 if you have any questions.

Respectfully,

*/s/Michael Barrett*

Michael Barrett, Economic Supervisor