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June 16, 2021

VIA: ELECTRONIC MAIL

Mr. Michael Barrett
Economist Supervisor
Division of Economics
Florida Public Service Commission
Room 225L – Gerald L. Gunter Building
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
mbarrett@psc.state.fl.us

Re: Staff's Second Data Request on Tampa Electric Company's
2020 DSM Annual Report

Dear Mr. Barrett:

Attached are Tampa Electric Company's responses to Staff's Second Data Request (No. 14) dated June 2, 2021 regarding Tampa Electric Company's 2020 DSM Annual Report.

Thank you for your assistance in connection with this matter.

Sincerely,



Malcolm N. Means

MNM/bmp
Attachment

cc: Paula Brown (w/attachment)
Mark Roche (w/attachment)

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14. Please answer the following regarding residential and commercial/industrial DSM programs offered in 2020:

- A. As a response to public health recommendations to limit person-to-person interactions, please identify which of the Company's DSM programs suspended on-site visits and/or in-home visits to customers' houses in 2020.
 - B. For each program identified in response to sub-part (a) above, identify the date in 2020 when the suspension began, and if applicable, the date the suspension expired, and the Company resumed on-site visits and/or in-home visits to customers' houses.
 - C. Please describe any use of technology tools or adjustments the Company made in 2020 which allowed it to continue to offer DSM program(s) or services while still adhering to public health recommendations.
 - D. For each program identified in response to sub-part (a) above, if the suspension was not lifted in 2020, please identify the date in 2021 when the Company resumed on-site visits and/or in-home visits to customers' houses
- A.** A. On March 16, 2020, Tampa Electric suspended non-essential operations with customers that require face-to-face interactions (on-site) which impacted Demand Side Management ("DSM") operations in the following residential and commercial/industrial programs:

Residential

- Residential Walk-Through Energy Audit (Free Energy Check)
- Residential Computer Assisted Energy Audits (RCS-Paid Audit)
- Residential Ceiling Insulation
- Residential Duct Repair
- Residential Electronically Commutated Motors (ECM)
- Energy and Renewable Education, Awareness and Agency Outreach
- ENERGY STAR for New Multi-Family Residences
- ENERGY STAR for New Homes
- Residential Heating and Cooling

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- Neighborhood Weatherization
- Residential Price Responsive Load Management (Energy Planner)
- Residential Wall Insulation
- Residential Window Replacement

Commercial/Industrial

- Commercial/Industrial Audit (Free)
- Comprehensive Commercial/Industrial Audit (Paid)
- Commercial Ceiling Insulation
- Commercial Chiller
- Cool Roof
- Commercial Cooling
- Commercial Duct Repair
- Commercial Electronically Commutated Motors (ECM)
- Lighting Conditioned Space
- Lighting Non-Conditioned Space
- Lighting Occupancy Sensors
- Refrigeration Anti-condensate Control
- Standby Generator
- Thermal Energy Storage
- Commercial Wall Insulation
- Commercial Water Heating

On November 2, 2021, Tampa Electric transitioned to the company's new Commission approved DSM Plan which closed some existing and started several new residential and commercial/industrial DSM programs which are listed below. The new programs were initiated following the suspension of non-essential operations with customers that require face-to-face interactions (on-site).

Residential

Closed DSM Programs

- Residential Electronically Commutated Motors (ECM)
- Residential Wall Insulation

New DSM Programs

- ENERGY STAR Pool Pumps
- ENERGY STAR Thermostats

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Commercial/Industrial

Closed DSM Programs

- Commercial Ceiling Insulation
- Cool Roof
- Commercial Duct Repair
- Commercial Electronically Commutated Motors (ECM)
- Refrigeration Anti-condensate Control
- Thermal Energy Storage
- Commercial Wall Insulation

New DSM Programs

- Facility Energy Management System
- Commercial Smart Thermostats
- Variable Frequency Drive Control for Compressors

- B. The list below of Tampa Electric's DSM programs that were identified in sub-part (a) above, provides the suspension date and alteration dates that occurred in 2020 as the company continued to offer these programs as much as practical while adhering to the company's and public health COVID protocols. As of the date of this filing, the company's DSM programs are still following the COVID protocols which suspended non-essential operations with customers that require face-to-face interactions (on-site).

Residential

- Residential Walk-Through Energy Audit (Free Energy Check)
 - Suspended on March 16, 2020
 - Established waitlist on March 16, 2020
 - Increased emphasis of phone audit to customers on March 30, 2020
 - Established virtual energy audit on August 18, 2020
- Residential Computer Assisted Energy Audits (RCS-Paid Audit)
 - Suspended on March 16, 2020
 - Established waitlist on March 16, 2020
- Residential Ceiling Insulation

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- Suspended attic inspection portion on March 16, 2020
 - Resumed attic inspection portion of program provided outside attic access in the ceiling of a garage, carport, or lanai and no face-to-face interaction with the customer is required on June 2, 2020
- Residential Duct Repair
 - Suspended attic inspection portion on March 16, 2020
 - Resumed attic inspection portion of program provided outside attic access in the ceiling of a garage, carport, or lanai and no face-to-face interaction with the customer is required on June 2, 2020
- Residential Electronically Commutated Motors (ECM)
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on March 16, 2020
- Energy and Renewable Education, Awareness and Agency Outreach
 - Suspended field/on-site interactions and face-to-face presentations on March 16, 2020
 - Established process to allow contactless live web presentations to residential customers on March 20, 2020. (each customer who participated in these presentations receive an energy efficiency kit)
- ENERGY STAR for New Multi-Family Residences
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Resumed contactless field verifications on June 2, 2020
- ENERGY STAR for New Homes
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Resumed contactless field verifications on June 2, 2020

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- ENERGY STAR Pool Pumps
 - Implemented contactless field verifications on initiation of program on November 2, 2020
- ENERGY STAR Thermostats
 - Suspended field/on-site verification portion of program on initiation of program on November 2, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on November 2, 2020
 - Established process for virtual “face time” verifications with customer on December 15, 2020
- Residential Heating and Cooling
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on March 16, 2020
 - Resumed contactless field verifications on June 2, 2020
- Neighborhood Weatherization
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Established waitlist on March 16, 2020
 - Established process to mail waitlist customers Weatherization energy efficiency kit, with emphasis of phone audit to customers on March 30, 2020
 - Started the mailing of the Weatherization energy efficiency kits on April 14, 2020
- Residential Price Responsive Load Management (Energy Planner)
 - Suspended in-home visits portion of program and new installations on March 16, 2020
 - Resumed contactless on-site visits to troubleshoot pool pump and water heater switches on June 15, 2020

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- Residential Wall Insulation
 - Suspended field/on-site verification portion of program on March 16, 2020
- Residential Window Replacement
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Resumed contactless field verifications on June 2, 2020

Commercial/Industrial

- Commercial/Industrial Audit (Free)
 - Suspended on March 16, 2020
 - Established waitlist on March 16, 2020
 - Began offering phone energy audits on April 1, 2020
 - Began offering virtual energy audits on July 6, 2020
- Comprehensive Commercial/Industrial Audit (Paid)
 - Suspended on March 16, 2020
 - Established waitlist on March 16, 2020
- Commercial Ceiling Insulation
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on March 16, 2020
- Commercial Chiller
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on March 16, 2020
- Cool Roof
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their

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installation to their online rebate application on March 16, 2020

- Commercial Cooling
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on March 16, 2020
- Commercial Duct Repair
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on March 16, 2020
- Commercial Electronically Commutated Motors (ECM)
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on March 16, 2020
- Facility Energy Management System
 - Suspended field/on-site verification portion upon start of program on November 2, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on November 2, 2020
- Lighting Conditioned Space
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on March 16, 2020

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- Lighting Non-Conditioned Space
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on March 16, 2020
- Lighting Occupancy Sensors
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on March 16, 2020
- Refrigeration Anti-condensate Control
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on March 16, 2020
- Commercial Smart Thermostats
 - Suspended field/on-site verification portion upon start of program on November 2, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on November 2, 2020
- Standby Generator
 - Suspended field/on-site installations and verifications of program on March 16, 2020
 - Implemented contactless field/on-site installations on May 27, 2020
 - Implemented online electronic signature tool which allows customers to sign program participation documentation on July 28, 2020
- Thermal Energy Storage

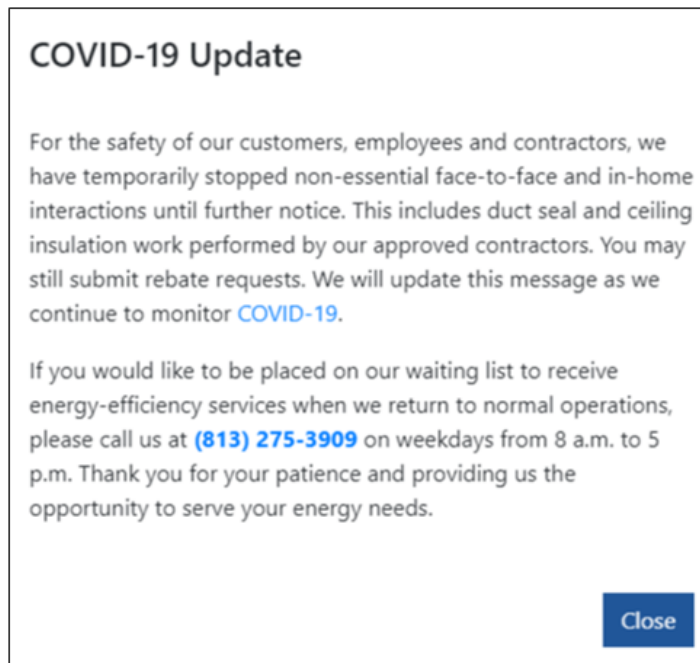
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- Suspended field/on-site verification portion of program on March 16, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on March 16, 2020
 - Variable Frequency Drive Control for Compressors
 - Suspended field/on-site verification portion upon start of program on November 2, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on November 2, 2020
 - Commercial Wall Insulation
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on March 16, 2020
 - Commercial Water Heating
 - Suspended field/on-site verification portion of program on March 16, 2020
 - Established process to allow contactless self-service of verification by allowing customers to upload before and after pictures of their installation to their online rebate application on March 16, 2020
- C. Tampa Electric has taken many steps and efforts to mitigate the impacts to the company's Residential and Commercial/Industrial DSM programs and to provide customers special consideration during these challenging times. These steps and efforts are provided below:

Communication: Tampa Electric has proactively communicated with customers since the suspension of non-essential conservation operations. These communications include communicating to those customers wanting to participate in one or more of the company's

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DSM programs that have been affected by providing them specific information. These communications have also been targeted to the company's general body of customers by posting COVID messages and continuing to closely monitor and provide updates to customers. Below is an example of the pop-up message that was added to the company's website:



Tampa Electric continues to promote non-customer contact programs via paid advertising channels including television, radio and online. The company also leverages social owned channels including social media platforms, bill communications, website, direct mail, and email to promote the company's DSM programs during these challenging times.

Tampa Electric's Energy Management Services ("EMS") staff and contractors were contacted and informed of specific process changes that allowed for continued participation in some of the company's COVID impacted DSM programs. This included allowing for an extension of insulation certificates and duct repair letters, and allowing customers to provide pictures of their qualifying energy efficient equipment install as an upload to their online rebate application.

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Waiting Lists: Tampa Electric created wait lists for customer's wanting to participate in one or more of the company's DSM programs that was either fully suspended or had the on-site visit portion of the DSM program suspended. All customers awaiting a residential or commercial energy audit have been offered or have had an initial phone or virtual energy audit performed. All customers on the wait lists will receive a follow-up phone call to schedule the field portion when the suspension of on-site visits is lifted.

- Attic Inspections: 65
- Residential Energy Audits: 1,325
- Neighborhood Weatherization: 1,251
- Energy Planner: 677
- Commercial Energy Audits: 179

At the time of this filing, all residential customers that were on the attic inspection and residential energy audit waitlists were contacted to offer an evaluation of their ceiling insulation and ductwork if they had an outside access. These customers will be called again once normal operations are resumed to complete the rest of the measures of the Residential Walk-Through Audit that require Tampa Electric to enter the customer's home.

Additional Energy Education: Tampa Electric recognized that the increased number of customers working from home would need additional energy education to assist them in controlling their electrical usage during these challenging times.

Tampa Electric Residential Energy Analysts created seven energy conservation videos to promote energy savings tips and promotion of programs on social media platforms (Facebook, Twitter, etc.). These videos reached 61,516 people and had 501 likes/shares from customers. These videos included the following topics:

- The benefits of an online energy audit
- Water heating energy conservation tips
- HVAC maintenance and changing air filters monthly
- The benefits of a phone energy audit
- Energy efficiency tips for summer (Spanish)
- The benefits of weatherization kits/program and who qualifies

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- Energy efficiency tips for the summer - closing blinds, adjusting thermostat settings and other methods to reduce HVAC runtime

The Residential Energy Management Team also worked with Tampa Electric's Marketing and Communications Department to provide energy-efficient press releases which offered tips and guidance on the following energy related topics:

- Working from home
- Costs to run appliances
- Standby (vampire) loads
- Holiday lighting
- Cooking
- Safety

Tampa Electric's Energy Planner Team developed and delivered specific tips to the DSM program's participants on energy conservation while working from home and/or virtual school activities. These tips included:

- Reminding customers of the timing of the high tier rates and when lower rates are available
- Recommendations for taking the company's online energy audit and provided the link to the audit
- Simple adjustments while working or schooling from home that could conserve energy such as:
 1. Avoiding the use of hot water
 2. When to run the clothes dryer
 3. Programing the pool pump not to run during the high tier time
 4. Set the thermostat at 78 degrees Fahrenheit or higher when cooling
 5. Run ceiling fans in occupied rooms only
 6. Inspect and/or change air conditioner filters regularly
 7. Wash clothes in cold water
 8. Use a microwave for cooking when possible
 9. Turn off lights in unoccupied rooms

Tampa Electric's Commercial Energy Analysts offered a virtual energy efficiency webinar on Variable Frequency Drive ("VFD") Basics /Application technology and Disinfecting and Deodorizing with Ozone and Ultraviolet ("UV") Light. The Commercial Energy

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Management Team (“CEMT”) brought in an expert in the industry and the webinar had 44 commercial/industrial customers.

The CEMT also reached out to many commercial/industrial customers who previously participated in the company’s programs over the years to offer energy efficiency assistance needed during these times. At a minimum, the customers were informed that the CEMT was available for phone audits and to answer any questions on the company’s existing or new DSM programs.

In addition to providing these opportunities for energy education, the company updated customers on the status of the DSM programs which were suspended.

DSM Program Facilitation: In an effort to provide some level of assistance to customers during the pandemic, the company increased the emphasis on the Phone, Online and Virtual audit offerings for residential customers and Phone audit offerings for Commercial/Industrial customers. In addition, as explained above all customers who have expressed interest in any of the programs currently on hold have been placed on a waiting list and will be contacted upon resuming operations.

Tampa Electric added an Online Energy Audit module to the company’s customer experience portal which promotes the DSM program. When customers enter the portal and login, a popup message appears asking if they are interested in completing an Online Energy Audit which allows them to select and perform the energy audit.

The company has continued to receive and process applications for DSM programs not requiring customer interaction in which these DSM programs have not experienced any measurable impact from COVID pandemic. The company gave flexibility with normal application deadlines, while adhering to all the current Commission approved DSM Standards, to accommodate customers unable to utilize the original verification process or to allow for project extensions on the rebate process due to hardship, COVID restrictions or financial burdens. Tampa Electric’s EMS Team members will review the project(s) and will extend the approval certificate date where applicable.

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Tampa Electric also allowed for a different facilitation process to achieve verifications by allowing customers to provide “after installed” pictures of the install as an upload to their online rebate application. In addition, on the transition to the new 2020-2029 DSM Plan, Tampa Electric initiated a process of virtual verifications which has been successful for the new residential ENERGY STAR Thermostat program.

Tampa Electric’s Weatherization program started mailing the comprehensive energy-efficiency kits, in April 2020, to participating customers advising them to install what they were comfortable with installing and the remaining items would be installed by Tampa Electric when normal business operations resume. This affords the customer to start taking advantage of some energy savings now until the remaining portion of the kit is installed, and the other program measures can be performed (Walk-through energy audit, insulation and duct repair if needed). As explained above, all customers that have not fully received the applicable measures of the program have been placed on a waiting list and Tampa Electric will contact these customers to schedule the remaining measures once normal business operations resume.

Tampa Electric’s CEMT implemented an online electronic signature tool which allows for customers to sign the necessary legally binding documentation to participate in one of the company’s load management and demand response DSM programs. This change allowed the Standby Generator Program to grow by 14 participants and the addition of one General Service Load Management (GSLM-2) participant while providing a higher level of customer service with this convenient electronic option.

Tampa Electric’s Energy Planner Team implemented processes to pre-program Digi Gateway Failures (device that communicates meter consumption for billing) and leave the programmed device at the customer’s door. The customer would then be walked through the installation process via a phone call by one of the company’s Load Management Analysts.

- D. As of the date of this filing, the company’s DSM programs are still following the COVID protocols which suspended non-essential operations with customers that require face-to-face interactions (on-

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site). Tampa Electric is still closely monitoring infection rates and utilizing the actions of federal and state governments, the Centers for Disease Control and Prevention and the guidance provided by Tampa General Hospital as the company moves closer to removing this suspension and returning to normal work operations for non-essential operations with customers that require face to-face interactions (on-site).