


MACFARLANE FERGUSON & MCMULLEN

ATTORNEYS & COUNSELORS AT LAW EST. 1884

One Tampa City Center, Suite 200
201 N. Franklin Street
P.O. Box 1531 (33601)
Tampa, FL 33602
813.273.4200 Fax: 813.273.4396

WWW.MFMLLEGAL.COM
EMAIL: INFO@MFMLEGAL.COM

625 Court Street, Suite 200
P.O. Box 1669 (33757)
Clearwater, FL 33756
727.441.8966 Fax: 727.442.8470

In Reply Refer to:
Tampa
ab@macfar.com

July 2, 2021

VIA E-PORTAL FILING

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

Re: 2020 DSM Annual Report
Undocketed: 20210000-OT

Dear Mr. Teitzman:

Attached for electronic filing in the above docket, on behalf of Peoples Gas System, please find its Response to Staff's Second Data Request (Nos. 4-5).

Your assistance in this matter is greatly appreciated.

Sincerely,

Andrew M. Brown

AB/plb
Attachment

cc: Michael Barrett (via email: mbarrett@psc.state.fl.us)
Ms. Paula K. Brown
Ms. Kandi M. Floyd
Ms. Karen Bramley
Mr. Luke A. Buzard

**PEOPLES GAS SYSTEM
2020 DSM ANNUAL REPORT
STAFF'S SECOND DATA REQUEST
REQUEST NO. 4
BATES PAGE(S): 1
FILED: JULY 2, 2021**

- 4.** Please describe how the COVID-19 pandemic has affected the PGS's ability to offer and implement DSM programs in 2020. As part of your response, please address whether certain programs were disrupted more than others, and if applicable, describe what steps the Company took to mitigate the disruption(s).

- A.** The COVID-19 Pandemic delayed the implementation of the Commercial Walk-Through Energy Audit. Peoples discussed expectations for the Commercial Walk-Through Audit with potential contractors in mid-2020 and there was a preference for conditions to improve with the COVID-19 Pandemic before commencing the audit, for the health and safety of customers and contractors. Peoples has resumed the process of implementation with a goal to launch the audit in the Tampa Bay area in 4th quarter 2021. Peoples' ability to offer its remaining DSM programs was unaffected by the COVID-19 Pandemic.

**PEOPLES GAS SYSTEM
2020 DSM ANNUAL REPORT
STAFF'S FIRST DATA REQUEST
REQUEST NO. 5
BATES PAGES(S): 2 - 3
FILED: JULY 2, 2021**

- 5.** 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 the DSM programs for which the Company 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. Discuss how the Company communicated with or responded to customers about suspended programs. Address in your response if wait lists or call-back logs were developed, and if so, how those resources will be used when suspensions expire.
 - D. Discuss how, or if, the Company changed any aspect of its communication with customers to draw a distinction between suspended and non-suspended programs.
 - E. 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.
 - F. Describe any educational and/or promotional resources that were developed during 2020 to promote energy-related topics or non-suspended programs.
 - G. 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. As discussed in Peoples' response to No. 4 above, the implementation of the Commercial Walkthrough Audit was delayed due to the COVID-19 Pandemic. None of Peoples' remaining DSM programs require on-site visits.

**PEOPLES GAS SYSTEM
2020 DSM ANNUAL REPORT
STAFF'S FIRST DATA REQUEST
REQUEST NO. 5
BATES PAGES(S): 2 - 3
FILED: JULY 2, 2021**

- b. Peoples did not suspend any of its existing DSM programs. However, the Company plans to launch the Commercial Walkthrough Audit in 4th quarter 2021.
- c. Peoples did not suspend any of its existing DSM programs. Since the Commercial Walkthrough Audit has yet to be launched, no wait lists have been developed to this point.
- d. See part (c.) above.
- e. Peoples launched its Residential Online Audit in April 2020. As of the end of May 2021, the audit had recorded over 8,500 participants since the inception of the Residential Online Audit program. The audit has been an important tool to help Peoples' customers save money and manage usage amidst the pandemic.
- f. In addition to Peoples' annual multimedia advertising campaign that promotes energy conservation rebates, the Company developed a comprehensive advertising strategy to promote the new residential online energy audit and special purpose calculators. This included a series of static banner, video, and interactive digital advertising that targeted existing Peoples Gas customers and prospective customers in specific geographic areas across Florida.
- g. See part (b.) above.