



**GUNSTER**  
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**E-PORTAL FILING**

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

**Re: 20210000-OT – Undocketed Filings for 2021. Florida Public Utilities Company 2020 Demand-Side Management Report - Florida Public Utilities Company's Responses to Staff's Second Data Request**

Dear Mr. Teitzman:

Attached for filing on behalf of Florida Public Utilities Company, please find the Company's Responses to Staff's Data Requests regarding the Company's 2020 DSM Report.

As always, please don't hesitate to let me know if you have any questions. Thank you for your assistance with this filing.

Kind regards,

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cc:/ Michael Barrett

Florida Public Utilities Company's 2020 DSM Annual Report  
Data Responses

Below, please find FPUC's responses to Staff's second data requests regarding its 2020 DSM Annual Report.

10. 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.

FPUC RESPONSE:

In response to public health recommendations, the Company suspended on-site visits for its Residential Energy Survey Program and Commercial Energy Consultation Program 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.

FPUC RESPONSE:

On-site visits, for both the Residential Energy Survey Program and Commercial Energy Consultation Program, were suspended on March 9, 2020 in response to the COVID-19 pandemic and guidance from health officials to socially distance as much as possible. To date, the Company has not resumed on-site visits for these programs.

- 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.

FPUC RESPONSE:

The Company communicated the suspension of on-site visits for its energy conservation programs in multiple ways. Immediately following the decision to suspend on-site visits, FPUC revised the language on its energy conservation related webpages to inform any visiting customers of the on-site visit suspension due to the pandemic. The Company also informed customers who called to schedule an on-site visit over the phone and initiated calls to customers who inquired about on-site visits through email or via the Company's website. To provide an alternative for customers requesting an on-site visit, the Company updated its free online energy survey software in 2020 and in March 2021, sent a bill insert to all customers educating them about the online energy conservation tools and calculators available to them.

- 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.

FPUC RESPONSE:

The only programs that required on-site visits, where Company employees would not have the opportunity to socially distance, were the two programs mentioned in question 10, subpart A above. The Company specifically mentioned these programs in its online messaging to customers regarding the suspension of on-site visits.

- 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.

FPUC RESPONSE:

As mentioned in question 10, subpart C above, the Company updated its online energy survey software and related appliance/equipment calculators in 2020 to offer customers an alternative to an on-site visit. After completing an online energy survey, the customer receives a detailed report of their energy use along with ways in which they could reduce their energy use. The Company also made accommodations for customers who preferred that a Company employee assist them with the online energy survey over the phone.

- F. Describe any educational and/or promotional resources that were developed during 2020 to promote energy-related topics or non-suspended programs.

FPUC RESPONSE:

As described previously, the Company enhanced its online energy conservation tools and calculators in order to provide customers with information regarding their energy use and ways to save. In 2020, the Company maintained its usual marketing efforts to promote all of its energy conservation programs and energy-related topics including regularly scheduled bill inserts, local outdoor advertising (billboards, banners, etc.) and sponsorship of local events which often include print advertising. In addition, the Company continued its digital presence with social media and email messaging to customers about energy conservation topics.

- 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.

FPUC RESPONSE:

To date, the Company has not resumed on-site visits for its Residential Energy Survey programs or its Commercial Energy Consultation program. The Company continues to monitor CDC and OSHA recommendations and guidelines and is finalizing a back to work plan to include the energy conservation staff's return to performing on-site visits for customers.