

STATE OF FLORIDA



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# Public Service Commission

October 22, 2021

Ms. Dianne M. Triplett  
Deputy General Counsel  
Duke Energy Florida, LLC  
299 First Avenue North  
St. Petersburg, FL 33701  
[Dianne.Triplett@duke-energy.com](mailto:Dianne.Triplett@duke-energy.com)

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

**Re: Docket No. 20210121-EG – Petition for approval of modifications to demand-side management program plan and participation standards, by Duke Energy Florida, LLC.**

Dear Ms. Triplett:

By this letter, Commission staff requests that Duke Energy Florida, LLC (DEF) provide responses to the following data request:

1. Other than the Neighborhood Energy Fund, please list and describe all financial assistance opportunities DEF has available for customers in need.
  - a. Please indicate how customers are made aware of these assistance opportunities.
2. Please list and describe all instances where DEF may provide a bill credit to a customer.
  - a. Please indicate how DEF accounts for costs associated with bill credits.
3. Please refer to the proposed modification to DEF's Home Energy Check program. Please indicate whether or not DEF has provided any "Assistance Kits" thus far. If so, please identify how many. If not, please indicate whether or not DEF intends to extend implementation of this modification from 2021 through 2024, to 2022 through 2025, if approved.
4. Please refer to the proposed modification to DEF's Residential Load Management program. Please indicate whether or not DEF has provided any \$30 gift cards thus far. If so, please identify how many. If not, please indicate whether or not DEF intends to extend implementation of this modification from 2021 through 2022, to 2022 through 2023, if approved.

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5. Please refer to DEF's response to Staff's First Data Request, No. 1. Are customer accounts that generate an automatic cut-out ticket provided additional time to pay before being disconnected? If so, please identify the amount of additional time that may be provided.
  - a. Please explain how DEF determines which customers from the "Cut List" to disconnect during the manual review.
6. Please refer to DEF's response to Staff's Third Data Request, No. 1(a). Please explain how customers in need of assistance are made aware of which agency to contact.
7. Please refer to DEF's response to Staff's Third Data Request, Revised Attachment B. Please explain the increase from the 453 low-income customer accounts more than 60 days in arrears identified in DEF's response to Staff's First Data Request, No. 22, to the 1,689 customer accounts identified in the revised Attachment B.
  - a. Please provide a revised document in Microsoft Excel format identifying the Residential Load Management program credit amount each listed customer received on their bills each month from October 2020 to the most recent bill.

Please file all responses electronically no later than **October 29, 2021**, 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 (reference Docket No. 20210121-EG). If you have any questions, please contact me by phone at (850) 413-6592, or by email at [tthomps@psc.state.fl.us](mailto:tthomps@psc.state.fl.us).

Sincerely,

*/s/Takira Thompson*

Takira Thompson  
Engineering Specialist

TTT/jp

cc: Office of Commission Clerk (Docket No. 20210121-EG)  
Matthew R. Bernier ([matthew.bernier@duke-energy.com](mailto:matthew.bernier@duke-energy.com))  
Katie Chiles Ottenweller ([katie@votesolar.org](mailto:katie@votesolar.org))  
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