



Dianne M. Triplett  
DEPUTY GENERAL COUNSEL

April 7, 2025

**VIA ELECTRONIC FILING**

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

Re: Petition for Termination of Duke Energy Florida, LLC's My Energy Bill+  
Program with Income Qualified Component; Docket No. 20250037-EI

Dear Mr. Teitzman:

Please find attached for electronic filing Duke Energy Florida, LLC's Response to Staff's First Data Request.

Thank you for your assistance in this matter. Should have any questions, please feel free to contact me at (727) 820-4692.

Sincerely,

/s/ Dianne M. Triplett

Dianne M. Triplett

DMT/vr  
Attachment

**DUKE ENERGY FLORIDA, LLC'S (DEF), RESPONSE TO  
STAFF'S FIRST DATA REQUEST REGARDING PETITION FOR TERMINATION OF  
DUKE ENERGY FLORIDA, LLC'S MY ENERGY BILL+ PROGRAM WITH INCOME  
QUALIFIED COMPONENT**

**Docket No. 20250037-EI**

1. Has the utility reached out to all parties to the 2021 memorandum of understanding to inform them of the proposed termination of the My Energy Bill + program? Please explain.

**Response:**

DEF did not notify the parties to the MOU because it did not have any ongoing obligation to update the parties regarding the status of the program.

2. What is the cost to the utility to keep the My Energy Bill+ program running? Please include an estimate of annual costs associated with the program.

**Response:**

Current annual program costs for year 1 are \$288,510, year 2 are \$379,650, and year 3 are \$459,275. Costs are expected to increase annually based on vendor costs to support smart thermostat enrollment.

3. If the My Energy Bill + program is terminated will there be any effect on the 41 smart thermostats that were installed for income qualified customers?

**Response:**

There is no effect on the smart thermostats installed for income qualified customers. These customers will continue to own the thermostats if the program is terminated and will not be required to return them.

4. How will the utility notify customers of the termination of the My Energy Bill + program if it is terminated?

**Response:**

DEF plans to allow customers to complete their current My Energy Bill+ 12-month service agreement. Two months prior to the end of the 12-month service agreement period, customers will receive an email notification from DEF indicating that the program will be terminated and other billing options available to them. These options include transition to the FixedBill program, if eligible, or Budget Billing, or return to their previous standard rate.

Two weeks prior to their final My Energy Bill+ bill, DEF will call customers directly if they have not contacted the company to discuss other billing options.

All customers will revert back to their standard rate if they do not take action to enroll in the FixedBill program, if eligible, or Budget Billing.

5. How will the utility notify staff that all customers have been transitioned from the My Energy Bill + program to another program?

**Response:**

DEF will notify staff when all 130 current My Energy Bill+ enrolled customers have been transitioned off the program with details including the new billing or payment option selected.

6. Does the utility have a target date for transitioning all customers out of the My Energy Bill + program? Please explain.

**Response:**

DEF plans to allow customers to complete their current 12-month service agreement period before removing them from My Energy Bill+. It is expected that all customers will be transitioned off of My Energy Bill+ by October 2026.

7. What was the cost to send direct marketing offers to 358,164 customers as mentioned in paragraph 6 of the petition? How will these costs be recovered?

**Response:**

The total cost to send two direct mail offers and emails to 358,164 customers, including postage, was \$295,695. These were recovered as below-the-line costs.