

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

FILED 4/17/2025  
DOCUMENT NO. 02976-2025  
FPSC - COMMISSION CLERK

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**DATE:** April 17, 2025

**TO:** Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

**FROM:** Oakley Ward, Public Utility Analyst III, Division of Economics *OW*

**RE:** Docket No. 20250037-EI: Petition for termination of Duke Energy Florida LLC's My Energy Bill+ program with income qualified component.

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Please place the attached email in the docket file.

Thank you.

## Oakley Ward

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**From:** Pickels, Robert <Robert.Pickels@duke-energy.com>  
**Sent:** Wednesday, April 16, 2025 5:12 PM  
**To:** Oakley Ward  
**Cc:** Triplett, Dianne  
**Subject:** FW: [EXTERNAL] Docket No. 20250037-EI Staff Question

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Oakley,

Please find our response below. Thanks!

1. Please refer to Duke's response to question 2 of staff's first data request for the following questions:

a. What are these costs? Please describe them.

**Answer:**

DRMS* SaaS Subscription (dependent on devices enrolled; minimum fee shown here)		Year 1 - \$48,510
		Year 2 -
		\$139,650
		Year 3 -
		\$219.275
DRMS Annual Program Administrative		
Fee	\$100,000	
Administrative		
\$ 80,000		
CCO		
Support		\$ 40,000
Enrollment Site Maintenance		\$
20,000		

This does not include any variable marketing costs. We currently estimate that \$1.50 is spent per customer when marketing My Energy Bill+ program.

\*The DRMS is the demand response management system platform that must be used for contacting customers to notify them of upcoming load control events as well as gives the ability to control the devices during an event period.

b. Please explain what portion of these program costs are recorded as above the line and how the amounts are determined. Additionally, please explain how any above the line amounts will be recovered.

**Answer:** All costs above are recovered as below-the-line costs. The only amounts that are recorded as above-the-line are the actual usage and energy charges for each customer, based on the UCM calculation. All other costs, profits or losses are recorded below-the-line.

**From:** Oakley Ward <[oward@psc.state.fl.us](mailto:oward@psc.state.fl.us)>  
**Sent:** Tuesday, April 15, 2025 1:55 PM  
**To:** Pickels, Robert <[Robert.Pickels@duke-energy.com](mailto:Robert.Pickels@duke-energy.com)>  
**Subject:** [EXTERNAL] Docket No. 20250037-EI Staff Question

**\*\*\* CAUTION! EXTERNAL SENDER \*\*\* STOP. ASSESS. VERIFY!!** Were you expecting this email? Are grammar and spelling correct? Does the content make sense? Can you verify the sender? If suspicious report it, then do not click links, open attachments or enter your ID or password.

Good afternoon,

Staff has a couple of questions in regards to the subject docket (Docket No. 20250037-EI). The questions are as follows:

1. Please refer to Duke's response to question 2 of staff's first data request for the following questions:
  - a. What are these costs? Please describe them.
  - b. Please explain what portion of these program costs are recorded as above the line and how the amounts are determined. Additionally, please explain how any above the line amounts will be recovered.

Can you have someone call us this afternoon or tomorrow morning to discuss this? A response by email also works if that's better for you.

Thank you,

**Oakley Ward**  
**Public Utility Analyst**  
**Division of Economics**  
**Florida Public Service Commission**  
**Email:** [oward@psc.state.fl.us](mailto:oward@psc.state.fl.us)  
**Phone:** 850.413.6554