

22

TECO's Response to Staff's  
Third Set of Interrogatories No.  
16

**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20220002-EG  
STAFF'S THIRD SET OF  
INTERROGATORIES  
INTERROGATORY NO. 16  
BATES PAGE(S):1-4  
FILED: SEPTEMBER 30, 2022**

16. Please refer to the Direct Testimony of Witness Roche, Exhibit MRR-2, filed on August 5, 2022, to answer the following:
- A. Schedule C3 [2022 Actual/Estimated Schedule], Page 10 of 12, which reflects that the Commercial/Industrial Load Management (CILM) Program is projected to incur costs of \$6,531 in 2022. In Schedule C2 [2023 Projection Schedule], Page 1 of 8, the same program has estimated cost of \$25,818. Please explain why the 2023 projected costs are almost 300 percent more than the 2022 actual and estimated costs.
  - B. Schedule C3 [2022 Actual/Estimated Schedule], Page 10 of 12, which reflects that the Commercial/Industrial Free Audit Program projects to incur costs of \$336,577 in 2022. In Schedule C2 [2023 Projection Schedule], Page 1 of 8, the same program has estimated cost of \$475,458. Please explain why the 2023 projected costs are over 40 percent more than the 2022 actual and estimated costs.
  - C. Schedule C5 [Program Description and Progress], Page 1 of 35, which reflects that TECO is projecting fewer residential audits of all types in 2023, compared to the results from 2022. Please provide an explanation why the Company is projecting fewer audits in 2023.
  - D. Schedule C5 [Program Description and Progress], Page 3 of 35, which reflects that TECO projects 480 customers will enroll in the Residential Duct Repair Program in 2023, compared to 300 customers for 2022. Please provide an explanation why the Company anticipates significant growth for this program in 2023. Describe in your response what promotional activities are planned in 2023 to enhance participation for this program.
  - E. Schedule C5 [Program Description and Progress], Page 5 of 35, which reflects that TECO projects 350 customers will enroll in the Energy Star for New Multi-Family Residences Program in 2023, compared to zero customers for 2022. Please provide an explanation why the Company anticipates significant growth for this program in 2023. Describe in your response what promotional activities are planned in 2023 to enhance participation for this program.
  - F. Schedule C5 [Program Description and Progress], Page 11 of 35, which reflects that TECO projects 1,000 customers will enroll in the Residential Price Responsive Load Management (Energy Planner) Program in 2023,

**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20220002-EG  
STAFF'S THIRD SET OF  
INTERROGATORIES  
INTERROGATORY NO. 16  
BATES PAGE(S):1-4  
FILED: SEPTEMBER 30, 2022**

compared to 650 customers for 2022. Please provide an explanation why the Company anticipates significant growth for this program in 2023. Describe in your response what promotional activities are planned in 2023 to enhance participation for this program.

- G. Schedule C5 [Program Description and Progress], Page 12 of 35, which reflects that TECO projects 3,000 customers will enroll in the Residential Prime Time Plus (Residential Load Management) Program in 2023, compared to 15 customers for the last quarter of 2022. Please provide an explanation why the Company anticipates significant growth for this program in 2023. Describe in your response what promotional activities are planned in 2023 to enhance participation for this program.
- H. Schedule C5 [Program Description and Progress], Page 28 of 35, which reflects that TECO projects 25 customers will enroll in the Commercial Smart Thermostat Program in 2023, compared to 180 customers for 2022. Please provide an explanation why the Company anticipates the noted decline in participation for this program in 2023.

**A.**

- A. Tampa Electric has been working several years to bring the existing Commercial/Industrial Load Management ("CILM") technology into compatibility with the one of the company's other load management programs that would support promoting the program to additional customers. The projected costs for 2023 include an estimate for a technology upgrade that will serve this purpose by converting from the existing one-way paging system to a two-way communicating system that is capable of operating on either a cellular LTE network or the company's owned street lighting mesh network, depending on location of the potential customer. The initial estimate includes software, hardware, and installation services required to deploy this solution.
- B. The increase in projected costs for 2023, as compared to 2022, in the Commercial/Industrial Free Audit program is being driven by two items. First, late in the second quarter of 2022, Tampa Electric backfilled a Commercial Energy Analyst position that had been left open over the past two years due to the COVID-19 restriction of not performing non-essential field work at customer sites. Second, the company projected spending an additional \$50,000 in advertising and marketing to assist in educating commercial and industrial customers on the importance of energy efficiency

**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20220002-EG  
STAFF'S THIRD SET OF  
INTERROGATORIES  
INTERROGATORY NO. 16  
BATES PAGE(S):1-4  
FILED: SEPTEMBER 30, 2022**

and to drive increased participation in this program, in addition to all the other commercial/industrial programs.

- C.** Tampa Electric is projecting a lower number of program participants in the Residential Energy Audits programs in 2023, as compared to 2022, due to the following reasons:
- In-home residential energy audits were suspended due to the COVID-19 pandemic from March of 2020 through November 2021 and again for January 2022. Due to the number of customers on the waiting list, it was projected Tampa Electric would have an increased number of in-home residential energy audits scheduled in 2022, as those customers on the waiting list were contacted and scheduled if still interested in a Residential Walk-Through Energy Audit appointment.
  - In 2022, Tampa Electric forecasted a higher level of energy audits due to the increase in rates taking effect for Tampa Electric on January 1, 2022, as part of the approved rate case.
- D.** Tampa Electric is projecting a higher number of program participants in the Residential Duct Repair program in 2023, as compared to 2022, due to the following reasons:
- The company is actively seeking more participating contractors to facilitate the program.
  - The supply chain disruptions for the material required for duct repair is easing.
  - While the company suspended one month of work due to a spike in the Omicron variant in early 2022, 2023 is projected to be a full year of work. In addition, customers are becoming more comfortable with outside workers (Contractors and Energy Analysts) entering their home to perform this work.
- E.** Tampa Electric, to date in 2022, has seen zero multi-family housing units be developed which achieved the ENERGY STAR rating for Multi-Family Residences certification. The company had originally projected one 350-unit development to participate (or one Apartment complex). Tampa Electric has been reaching out to ENERGY STAR certified raters to have them join regional meetings that include multi-family developers in efforts to actively promote the incentives and benefits of the program, as well as the benefits that tenants would receive. Tampa Electric is optimistic that a complex will meet the requirements in 2023 for participation in the program.

**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20220002-EG  
STAFF'S THIRD SET OF  
INTERROGATORIES  
INTERROGATORY NO. 16  
BATES PAGE(S):1-4  
FILED: SEPTEMBER 30, 2022**

- F.** During the early months of 2022, the company was mainly focused on completing the backlog of customer maintenance appointments that had not been possible during portions of 2020 and 2021 due to company health and safety protocols restricting work inside of customer homes which inhibited customers from coming onto the Energy Planner. Tampa Electric projects for 2023 that the typical new customer participation levels will return. In addition, the focus of marketing and advertising activities for 2023 are planned to use the typical mix of programs which includes a heavy emphasis on gaining new participants to the Energy Planner program.
- G.** Tampa Electric currently projects to start the process of bring customers onto the Residential Prime Time Plus program later this year. The projections for 2022 include the installation of 15 customer which will assist the company in testing and validating all of the supporting processes and procedures, including testing the company's supporting systems that will assist in the facilitation of this program. The company is currently designing the website information that will educate customers on the new program. In 2023, the company is planning on actively advertising this new program to customers. At this time, the company has not chosen the exact final path of advertising for 2023 for this program but does see it using a very similar mix of advertising methods similar to the Energy Planner Program to enhance participation levels.
- H.** Tampa Electric initially forecasted that there would be 20 Commercial Smart Thermostat participants in 2022. During 2022, the company saw a significant increase in the number of participants in this program due to a school district retrofitting many of their facilities with smart thermostats. The company reprojected the expected participation in 2022 to 180 that recognizes this increased participation that is occurring. The school district's retrofit project is scheduled to be complete by the end of this year. Tampa Electric is not aware at this time of any other large customers that have multiple facilities being planned for in 2023 for this program, therefore participation in 2023 was projected to the original projection participation level of 25.