



April 28, 2025

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Florida 32399-0850

Subject: Responses to Staff's First Data Request – OUC's 2024 DSM Annual Report to the
Florida Public Service Commission

Attention: Michael Barrett

Dear Mr. Barrett,

Attached please find OUC's responses to the Staff's First Data Request associated with OUC's
2024 DSM Annual Report to the Florida Public Service Commission.

If you have any questions about this report, please do not hesitate to contact me.

Respectfully submitted,

/s/ 

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- 1. Please describe how OUC has changed the way it monitors current federal energy efficiency standards and Florida Building Code requirements, compared to the methods it used in 2023, if applicable.**

OUC Response:

OUC has not changed its monitoring of current federal energy efficiency standards and Florida Building Code requirements as compared to OUC's monitoring activities in 2023. The OUC Conservation team periodically reviews the criteria applicable to eligibility for and amounts of rebates and compares those criteria to the federal energy standards and Florida Building Code requirements. OUC ensures that we have continuous access to the latest copy of the Florida Building Code requirements, especially for our Commercial and Industrial incentive calculations. OUC also monitors the ENERGY STAR® website.

- 2. Page 3-1 of the Report references information on the utility's audit programs. Please answer the following:**

- A. The Report indicates a total of 140 "Residential Proactive" audits were conducted in 2024, compared to 30 in 2023. Please explain the year-to-year change in the number of participants. Address in your response what activities the utility undertook in 2024 to promote this type of audit.**

OUC Response:

OUC does not specifically promote the Residential Proactive audits, as these are audits for which OUC detects a significant increase in a customer's electric consumption and proactively visits the customer's property or calls the customer to offer assistance. The year-to-year increase noted in the question may be attributed to OUC's audit team availability to observe the types of increases in electric consumption that would identify a potential need for a proactive audit.

- B. In 2024, a total of 1,393 residential energy audits were conducted, compared to 1,835 in 2023. Please explain the year-to-year change in the number of participants.**

OUC Response:

While OUC cannot definitively address changes in customer behavior that may be associated with variations in the number of energy audits performed (or any other energy efficiency/conservation programs), the decrease in audits between 2023 and 2024 as noted in the question may be attributable to factors such as milder weather and fuel rate decreases, which may result in lower customer bills and in turn fewer

customers requesting energy audits. The reduction in energy audits allowed OUC to perform more proactive energy audits, as noted in the response to (A) above.

- C. In 2024, a total of 41,739 online home utility reports were issued, compared to 0 in 2023. Please describe how this initiative was launched and/or promoted. Please specify if the program is limited to residential-class customers, or is available non-residential customer classes.**

OUC Response:

In calendar 2023, there were a total of 47,293 online home utility reports issued; the number of such reports was not stated in the March 2024 Annual Conservation Report.

OUC began offering its residential customers a free online service designed to help customers save energy, water, and money in 2021. The service is not available to non-residential customers. OUC promotes the service to its residential customers through the Rebates & Ways to Save page within their myOUC accounts. This is an opt-out program with pre-selected treatment and control groups.

- 3. Page 3-7 of the Report references information on the utility's Residential Duct Repair Rebate program. In 2024, the utility processed rebates for 39 participants, whereas in 2023, it processed rebates for 332 participants. What does OUC believe are the reasons for the year-to-year change in the number of participants.**

OUC Response:

While OUC cannot definitively address changes in customer behavior that may be associated with variations in the number of Residential Duct Repair Rebate program participation (or any other energy efficiency/conservation programs), the decrease in the number of participants between 2023 and 2024 as noted in the question may be attributable to a relatively large number of Duct Repair Rebate participants in 2023 associated with apartment complexes.

- 4. Page 3-11 of the Report references information on the utility's Residential New Home Rebate program. Column G reflects that since 2020, program enrollment has steadily declined. What does OUC believe are the reason(s) for the reported 5-year trend of declining enrollment.**

OUC Response:

While OUC cannot definitively address changes in customer behavior that may be associated with variations in the number of Residential New Home Rebate program participation (or any other energy efficiency/conservation programs), the decrease in the number of participants as noted in the question may be attributable to factors such as changes in heat pump rebate amounts associated with changes to SEER/SEER2 requirements (which raised the minimum efficiency of new heat pump systems) and elimination of ceiling insulation rebates as part of

Orlando Utilities Commission (OUC) Responses to
Staff's First Data Request re: OUC's March 2025 Annual Conservation Report

the program due to changes in building codes (which raised the minimum ceiling insulation standard). OUC continues to visit with new home sales centers to promote the Residential New Home Rebate program.