FEECA

ANNUAL REPORT ON

Activities Pursuant TO THE Florida Energy AND Efficiency Conservation Act

As required by Sections 366.82(10), and 377.703(2)(f), and 553.975, Florida Statutes

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Florida Public Service Commission

Annual Report on Activities Pursuant to The Florida Energy Efficiency and Conservation Act

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December 2025

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List of Acronyms

C/I	Commercial and Industrial (Customers)
Commission or FPSC	Florida Public Service Commission
COVID-19	Coronavirus Disease of 2019
CUC	Chesapeake Utilities Corporation
DEF	Duke Energy Florida, LLC
DOE	U.S. Department of Energy
DSM	Demand-Side Management
ECCR	Energy Conservation Cost Recovery
EV	Electric Vehicle
F.A.C.	Florida Administrative Code
FCG	Florida City Gas
FEECA	Florida Energy Efficiency and Conservation Act
FLBC	Florida Building Code
FPL	Florida Power & Light Company
FPUC	Florida Public Utilities Company
FRCC	Florida Reliability Coordinating Council
F.S.	Florida Statutes
GPR	Gross Power Rating
GRIM	Gas Rate Impact Measure Test
Gulf	Gulf Power Company
GWh	Gigawatt-Hour
HVAC	Heating, Ventilation, and Air Conditioning
IGC	Indiantown Gas Company
IOU	Investor-Owned Utility
JEA	Formerly known as Jacksonville Electric Authority
kWh	Kilowatt-Hour
LDC	Natural Gas Local Distribution Company
MMBtu	One Million British Thermal Units
MW	Megawatt
MWh	Megawatt-Hour
NGCCR	Natural Gas Conservation Cost Recovery
OUC	Orlando Utilities Commission
O&M	Operations and Maintenance
PV	Photovoltaic
PGS	Peoples Gas System
RIM	Rate Impact Measure Test
SGS	Sebring Gas System
SJNG	St. Joe Natural Gas
TECO	Tampa Electric Company
TRC	Total Resource Cost Test

Executive Summary

Purpose

Reducing the growth of Florida's peak electric demand and energy consumption became a statutory objective in 1980, with the enactment of Sections 366.80 through 366.83, and Section 403.519, Florida Statutes (F.S.), collectively known and cited as the Florida Energy Efficiency and Conservation Act (FEECA).[1] FEECA emphasizes four key areas: reducing the growth rates of weather-sensitive peak demand and electricity usage, increasing the efficiency of the production and use of electricity and natural gas, encouraging demand-side renewable energy systems, and conserving expensive resources, particularly petroleum fuels. Sections 366.82(2) and 366.82(6), F.S., require the Florida Public Service Commission (FPSC or Commission) to establish goals for the FEECA utilities and review the goals every five years, at minimum. The utilities are required to develop cost-effective demand-side management (DSM) plans that meet those goals and submit them to the Commission for approval.

Energy conservation and DSM in Florida are accomplished through a multi-pronged approach that includes energy efficiency requirements in building codes for new construction, federal appliance efficiency standards, utility programs, and energy education efforts. Utility programs, which are paid for by all customers, are aimed at increasing efficiency levels above building codes and appliance efficiency standards.

The Commission is required by Section 366.82(10), F.S., to provide an annual report to the Florida Legislature and the Governor by March 1 summarizing the adopted goals and the progress made toward achieving those goals. Similarly, Section 377.703(2)(f), F.S., requires the Commission to file information on electricity and natural gas energy conservation programs with the Department of Agriculture and Consumer Services. This report reviews the 2024 annual goal results for each of the FEECA utilities and fulfills these statutory obligations.

The six electric utilities and single natural gas utility subject to FEECA in 2024 are listed below in order of sales:

Electric Investor-Owned Utilities
• Florida Power & Light Company (FPL) • Duke Energy Florida, LLC (DEF) • Tampa Electric Company (TECO) • Florida Public Utilities Company (FPUC)

Municipal Electric Utilities
• JEA • Orlando Utilities Commission (OUC)

Investor-Owned Natural Gas Local Distribution Company (LDC)
• Peoples Gas System (PGS)

[1]For purposes of this report, "FEECA utilities" refers to those utilities subject to a subset of the FEECA statutes, specifically, Section 366.80 through 366.83, F.S., meeting the thresholds set forth on Section 366.82(1)(a), F.S.

The Commission regulates the rates and conservation cost recovery of the four electric IOUs and the single FEECA natural gas LDC. The Commission does not regulate the rates or conservation program costs of the two municipal electric utilities for which it sets DSM goals.

Report Layout

This report presents the FEECA utilities' progress towards achieving the Commission-established goals and the Commission's efforts in overseeing these conservation initiatives. This report details these efforts through the following five sections and appendices:

- Section 1 provides a brief history of FEECA and a description of existing tools for increasing conservation throughout the State of Florida.
- Section 2 discusses the DSM goalsetting process and the most recent Commission-established goals set for the FEECA utilities.
- Section 3 reviews the utilities' goal achievements, and information on audit, low-income, and research and development programs.
- Section 4 provides an overview of the associated 2024 DSM program costs recovered through the Energy Conservation Cost Recovery (ECCR) Clause (as applies to electric IOUs) and Natural Gas Conservation Cost Recovery (NGCCR) Clause (as applies to LDCs).
- Section 5 discusses methods the Commission has used to educate consumers about conservation during the prior period, including a list of related websites.
- Appendices A and B provide a list of the 2024 conservation programs offered by FEECA Utilities and a description of each program's purpose.

2019 Goalsetting Proceeding

In November 2019, the Commission chose to continue with the goals that were established in the 2014 goalsetting proceeding for the period 2020-2024 and directed its staff to review the FEECA process for potential updates and revisions as may be appropriate.[2] In May 2023, Rule 25-17.0021, F.A.C. was amended in order to streamline information submitted by the utilities to the Commission.[3] In 2020, the Commission approved the DSM plans proposed by the investor-owned electric utilities and the municipal electric utilities.[4]

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[2]Order No. PSC-2019-0509-FOF-EG, issued November 26, 2019, in Docket Nos. 20190015-EG through 20190021-EG, *In re: Commission review of numeric conservation goals.*

[3]See Docket No. 20200181-EU, Proposed amendment of Rule 25-17.0021, F.A.C., Goals for Electric Utilities. Rule development workshops for this docket were conducted in January 2021, May 2021, and November 2022. The amendments to Rule 25-17.0021, F.A.C. that were adopted in May 2023 were used in the 2024 DSM goalsetting proceeding.

[4]Order No. PSC-2020-0140-PAA-EG, issued May 12, 2020, in Docket No. 20200058-EG, *In re: Petition for approval of 2020 demand-side management plan, by Orlando Utilities Commission*; Order No. PSC-2020-0200-PAA-EG, issued June 24, 2020, in Docket No. 20200057-EG, *In re: Petition for approval of 2020 demand-side management plan, by JEA*; Order No. PSC-2020-0274-PAA-EG, issued August 3, 2020, in Docket Nos. 20200053-EG (TECO), 20200054-EG (DEF), 20200055-EG (FPL), 20200056-EG (Gulf), and 20200060-EG (FPUC), *In re: Petition for approval of 2020 demand-side management plans*.

The numeric goals are based on estimated energy and demand savings from individual DSM measures that passed the Rate Impact Measure (RIM) and Participants cost-effectiveness tests.[5] These tests are used to ensure that all ratepayers benefit from energy efficiency programs due to downward pressure on electric rates.

Section 366.82(2), F.S., also requires that the Commission adopt goals for increasing the development of demand-side renewable energy systems. The Commission recognized in its 2019 review, that Rule 25-6.065, F.A.C., Interconnection and Net Metering of Customer-Owned Renewable Generation, adopted in 2008, offered an effective means to encourage the development of demand-side renewable energy in the state.

The Commission also established numeric therm savings goals for a natural gas utility for the first time in 2019. In August 2019, the Commission approved 2019-2028 goals for PGS, based upon programs it found were cost-effective.[6] PGS also developed audit programs for its residential and commercial customers as part of the proceedings. Goalsetting processes for all FEECA utilities are further discussed in Section 2. In 2024, the Commission approved numeric conservation goals for all FEECA utilities for the 2025-2034 period. Next year's FEECA Report (the 2026 version of this report) will be the first year that will summarize the adopted goals and progress made toward achieving those goals.

2024 Achievements and Related Program Costs

Florida utilities have been successful in reducing the growth rates of winter and summer peak electric demand and reducing annual energy consumption. On a cumulative basis through 2024, statewide totals reflect that summer peak demand has been reduced by 8,281 MW, winter peak demand has been reduced by 7,732 MW, and annual energy consumption has been reduced by 11,231 GWh.[7] During 2024, the electric FEECA utilities offered 103 residential and commercial programs which focused on demand reduction and energy conservation (see Appendices A and B). In addition, FEECA electric utilities performed over 245,000 residential and commercial energy audits in 2024, as shown in Section 3.2. Each FEECA utility's achievements toward the 2024 Commission-approved goals are detailed in Section 3.1.

The Commission has authority, by statute, to allow investor-owned utilities to recover costs related to conservation.[8] The Commission has implemented this authority for electric IOUs through the ECCR clause since 1980. For 2024, Florida's investor-owned electric utilities recovered approximately $326.8 million in conservation program expenditures, and the investor-owned natural gas utilities recovered about $45.0 million in conservation program expenditures.

[5]Order No. PSC-14-0696-FOF-EU, issued December 16, 2014 (2014 Goalsetting Order), in Docket Nos. 20130199-EI through 20130205-EI, *In re: Commission review of numeric conservation goals.*
[6]Order No. PSC-2019-0361-PAA-GU, issued August 26, 2019, in Docket No. 20180186-GU, *In re: Petition for approval of demand-side management goals and residential customer assisted and commercial walk-through energy audit programs, by Peoples Gas System.*
[7]FRCC's *2025 Load & Resource Plan* (pp. 64-66). The demand and energy savings from FEECA utility DSM programs are included in these statewide FRCC totals.
[8]Section 366.05(1), F.S.

Conclusion

Conservation in Florida is prompted by customer actions to conserve energy, federal appliance efficiency standards, state building codes for new construction, and utility-sponsored DSM programs. Customers can save energy and reduce their bills through behavioral changes and by investing in energy efficient homes, appliances, and equipment. Federal appliance efficiency standards have become more stringent over time, thus increasing the baseline energy efficiency of new appliances and heating, ventilation, and air conditioning (HVAC) equipment available to Florida's consumers. Likewise, changes in the Florida Building Code (FLBC) have resulted in more energy efficient homes. Florida's electric and natural gas utilities also encourage conservation by offering energy audits, customer education, rebates on energy efficient equipment and building envelope improvements, and demand response programs.

Utilities design DSM programs to encourage the installation of appliances and equipment that exceeds levels set by current building codes and minimum efficiency standards. More stringent efficiency standards and building codes, as well as customer actions to implement efficiency outside of utility programs, reduce the potential incremental demand and energy savings available from utility-sponsored DSM programs. The level of realized savings from utility programs is dependent upon voluntary participation and, in some cases, changes in customer behavior.

Because all customers pay for the utility conservation programs as a portion of their monthly utility bills, the Commission focuses on ensuring that all customers benefit from utility-sponsored DSM programs. The Commission also encourages customers to use energy efficiently through its customer education efforts. Overall, reducing Florida's demand and energy usage for electric customers and therm usage for natural gas customers relies on customer education and participation in utility DSM programs, along with each individual's efforts to save electricity.

Conservation and renewable energy will continue to play an important role in Florida's energy future. The Commission is continuing its efforts to encourage cost-effective conservation that defers the need for new electric-generating capacity and reduces the use of fossil fuels. These initiatives support a balanced mix of resources that reliably and cost-effectively meet the needs of Florida's ratepayers.

Section 1. Florida Energy Efficiency and Conservation Act

1.1 FEECA History and Implementation

FEECA emphasizes four key areas: reducing the growth rates of weather-sensitive peak demand and electricity usage, increasing the efficiency of electricity and natural gas production and use, encouraging demand-side renewable energy systems, and conserving expensive resources, particularly petroleum fuels. Pursuant to FEECA, the Commission is required to establish appropriate goals and the FEECA utilities must develop DSM programs to meet those goals.

Upon enactment in 1980, all electric utilities in Florida were subject to FEECA. In 1989, changes were made to the law limiting the requirement to electric utilities with more than 500 gigawatt-hours (GWh) of annual retail sales. At that time, 12 Florida utilities met this threshold requirement and their combined sales accounted for 94 percent of Florida's retail electricity sales. An additional change to the law encouraged cogeneration projects.

In 1996, the Florida Legislature raised the minimum retail sales threshold for municipal and cooperative electric utilities to 2,000 GWh. Retail sales for these utilities were fixed as of July 1, 1993, and two municipal utilities met the threshold of the amended statute: JEA and OUC. In addition to these two utilities, all four Florida investor-owned electric utilities must comply with FEECA regardless of sales levels. No rural electric cooperatives met the retail sales threshold of the amended statute.

FEECA also includes natural gas utilities whose annual retail sales volume is equal to or greater than 100 million therms. PGS is the only natural gas utility that meets the therm sales threshold for conservation goals under FEECA, and thus has its own Commission-approved DSM goals.

The statute also allows the Commission to provide appropriate financial rewards and penalties to the utilities over which it has rate-setting authority. The Commission also has the authority to allow an IOU to receive an additional return on equity of up to 50 basis points for exceeding 20 percent of its annual load growth through energy efficiency and conservation measures. To date, the Commission has not awarded financial rewards or assessed penalties for any of the IOUs through FEECA. The Commission does not have rate-setting authority over JEA and OUC and therefore cannot assess financial penalties or provide financial rewards under its authority.

Table 1 lists the six electric FEECA utilities' 2024 retail electricity sales and the percentage of total statewide electricity sales by each utility. The table also includes the total energy sales for all non-FEECA utilities. Currently, the six electric utilities that are subject to FEECA account for approximately 83.3 percent of all Florida energy sales.

Table 1
Energy Sales by Florida's Electric FEECA Utilities (2024)

Florida's Electric FEECA Utilities	Energy Sales (GWh)	Percent of Total Energy Sales
Florida Power & Light Company	129,386	50.8%
Duke Energy Florida, LLC	41,132	16.2%
Tampa Electric Company	20,702	8.1%
JEA	12,873	5.1%
Orlando Utilities Commission	7,329	2.9%
Florida Public Utilities Company	655	0.3%
Electric FEECA Utilities' Total	**212,075**	**83.4%**
Non-FEECA Utilities' Total	42,564	16.6%
Total Statewide Energy Sales	**254,639**	**100.0%**

Source: FPSC's *Statistics of the Florida Electric Utility Industry* (Table 26), published October 2025.

Sections 366.82(2) and 366.82(6), F.S., require the Commission to set goals at least every five years for the utilities subject to FEECA. The Commission sets electric goals with respect to summer and winter electric-peak demand and annual energy savings over a ten-year period, with a re-evaluation every five years. Once goals are established, the electric FEECA utilities must submit DSM plans containing programs intended to meet the goals for Commission approval.

In 2008, the Florida Legislature amended the FEECA statute, placing upon the Commission additional responsibilities when adopting conservation goals. These responsibilities included the consideration of the benefits and costs to program participants and ratepayers as a whole, as well as the need for energy efficiency incentives for customers and utilities. The Commission must also consider any costs imposed by state and federal regulations on greenhouse gas emissions.

1.2 FEECA's Influence on the Florida Energy Market

FEECA's mission is important to Florida's overall energy market. Florida's total electric consumption ranks among the highest in the country due to its sizeable population and climate-induced demand for cooling. When compared to the rest of the country, Florida's energy market is unique. The distinction is largely due to the state's climate, the high proportion of residential customers to total customers, and the significant reliance on electricity for heating and cooling.

Florida is typically a summer-peaking state, since the summer peak demand generally exceeds winter peak demand. On a typical summer day, the statewide demand for electricity can increase significantly over a span of hours.[9] Additionally, 88.6 percent of Florida's electricity customers are residential and consume 54.2 percent of the electrical energy produced. In contrast, nationally, residential customers account for 37.6 percent of total electric sales, while commercial customers represent 36.2 percent of electric consumption, and industrial customers

[9]FPSC's *Review of the 2024 Ten-Year Site Plans of Florida's Electric Utilities* (December 2025).

represent 26.0 percent.[10] Table 2 shows the makeup of Florida's electric customers by class and consumption.

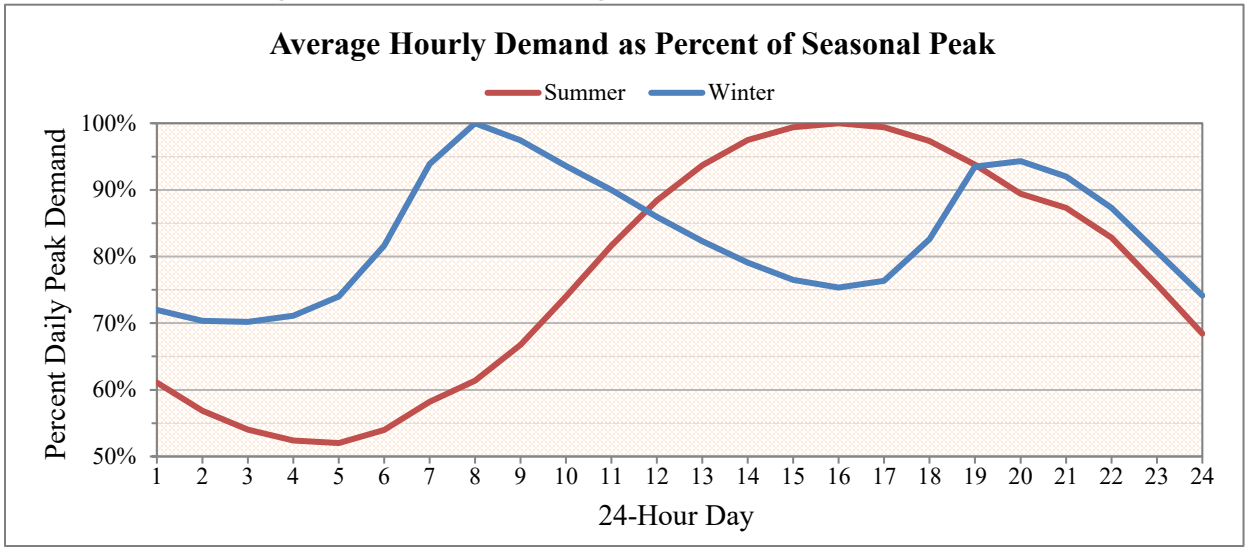
Table 2
Florida's Electric Customers by Class and Consumption (2024)

Customer Class	Number of Customers	Percent of Customers	Energy Sales (GWh)	Percent of Sales
Residential	10,534,238	88.6%	137,955	54.2%
Commercial	1,263,694	10.6%	93,596	36.8%
Industrial	20,990	0.2%	16,819	6.6%
Other*	77,233	0.6%	6,269	2.4%
Total	11,896,155	100.0%	254,639	100.0%

*Street and highway lighting, sales to public authorities, and interdepartmental sales.
Source: FPSC's *Statistics of the Florida Electric Utility Industry* (Tables 26 and 33), published October 2025.

Figure 1 shows the daily electric load curves for typical Florida summer and winter day. In the summer, air conditioning demand starts to increase in the morning and peaks in the early evening; a pattern which aligns with the sun's heating of buildings. In comparison, the winter load curve has two peaks—the largest in mid-morning, followed by a smaller peak in the late evening—which correspond to heating loads.

Figure 1
Typical Florida Daily Electric Load Shapes



Source: FPSC's *Review of 2024 Ten-Year Site Plans of Florida's Electric Utilities* published December 2025.

[10]National data as reported for 2024 by the U.S. Energy Information Administration in the annual *Electric Sales, Revenue, and Average Price (ESR)* report (Table 2): https:/www.eia.gov/electricity/sales_revenue_price/

Residential load patterns shift rapidly and have high peak-to-trough variation. In contrast, commercial or industrial loads demonstrate more consistency throughout the 24-hour day and experience fewer spikes in demand.

Utilities dispatch additional generating capacity throughout the day in order to follow the customer load patterns. Peaking generating units, which are dispatched during high demand periods of the day, are less fuel-efficient than baseload or intermediate generating units. Utility DSM programs play a role in reducing energy usage and shifting peak demand, thus reducing the need to dispatch fuel-inefficient generating units.[11] Over time, the need for additional generating capacity has increased in Florida, largely due to population growth. In addition to providing fuel savings at existing generating units, utility-sponsored DSM programs and individual consumer conservation efforts can avoid or defer the need for new electric generating capacity.

Utility-sponsored DSM programs are funded by all ratepayers. Therefore, in order to meet FEECA requirements, the Commission and utilities must ensure that the DSM programs created to reap the benefits of reduced fuel usage and deferred generating capacity are cost-effective, i.e. less costly than generation. The Commission's methodologies to determine the cost-effectiveness of demand-side management programs are explained in detail in Section 2.1.

Since its enactment, implementation of FEECA has been successful in reducing the growth rate of weather-sensitive electric peak demands, and in conserving expensive resources. These savings have avoided or deferred the need for new generating capacity and offset the use of existing generating units, resulting in savings of fuel, as well as variable operations and maintenance (O&M) costs. In 2024, FEECA utility DSM programs continued contributing to the reduction of statewide energy needs and deferred the need for new generating capacity. Table 3 details statewide cumulative savings for summer peak demand, winter peak demand, and overall energy consumption through 2024, as reported in the Florida Reliability Coordinating Council's (FRCC) 2025 Regional Load & Resource Plan.[12] In 2024, the FEECA DSM programs contributed annual energy savings of 264.8 GWh, which is enough electricity to power approximately 19,933 homes for a year.[13]

[11]Electric generating units are typically categorized as baseload, intermediate, or peaking. Aside from planned and forced outages, baseload units are scheduled to operate continuously. Intermediate units generate power to follow load for periods of time, but are not planned to operate nonstop. Peaking units supplement baseload and intermediate power, operating during high-demand, or peak periods.

[12]The cumulative MW savings for summer peak demand and winter peak demand shown in Table 3 reflect the maximum capability of demand response programs.

[13]This estimate is based on an average annual household energy use of 13,284 kWh for Florida in 2024 as reported by the U.S. Energy Information Administration in the annual *Electric Sales, Revenue, and Average Price (ESR)* report (Table 5.a): https:/www.eia.gov/electricity/sales_revenue_price/

Table 3
Statewide Cumulative Demand and Energy Savings (1980-2024)

Type	Achieved Reduction
Summer Peak Demand	8,281 MW
Winter Peak Demand	7,732 MW
Annual Energy Reduction	11,231 GWh

Source: Florida Reliability Coordinating Council's *2025 Regional Load & Resource Plan* (pp. 64-66).

In 2024, the electric FEECA utilities offered 103 programs for residential, commercial, and industrial customers (see Appendices A and B). Programs focus on either reducing energy use at a given moment, which shifts/reduces demand, or toward reducing overall energy consumption over a period of time. Utility-sponsored DSM programs are an important means of achieving demand and energy savings and these programs are designed to encourage customer conservation efforts.

Additionally, residential energy audits, required by Section 366.82(11), F.S., serve as an avenue to identify and evaluate conservation opportunities for customers, including their potential participation in utility-sponsored DSM and conservation programs. Energy audits also educate customers about behavioral changes and energy efficiency investments they can make outside of utility-sponsored DSM programs. During 2024, FEECA electric utilities performed 239,519 residential audits. Though FEECA does not require commercial energy audits, FEECA electric utilities also performed 6,003 commercial energy audits in 2024. Additional information about these results is presented in Section 3.

1.3 Recovery of Conservation Expenditures

The IOUs are allowed by Commission Rule 25-17.015, F.A.C., to recover reasonable expenses for DSM programs through the ECCR clause. Such expenses may include administrative costs, equipment, and incentive payments. Before petitioning the Commission to recover costs through the ECCR clause, a utility must provide data on DSM program cost-effectiveness. Utilities must have Commission approval for any new programs or program modifications prior to seeking cost recovery.

Commission Rule 25-17.015, F.A.C., also permits natural gas LDCs to seek recovery for costs related to Commission-approved conservation programs. While PGS is the only natural gas utility subject to FEECA, the other Florida LDCs offer Commission-approved DSM programs without a specific therm savings goal. Natural gas conservation programs have historically focused on providing rebates to residential customers that support the replacement of less efficient appliances with new, energy-efficient gas appliances. However, several LDCs have expanded their rebate programs to commercial customers.[14]

On an annual basis, the Commission conducts financial audits of DSM program expenses that are included in the electric IOUs' and LDCs' cost recovery requests. A full evidentiary hearing is

[14]Order No. PSC-14-0039-PAA-EG, issued January 14, 2014, in Docket No. 130167-EG, *In re: Petition for approval of natural gas energy conservation programs for commercial customers, by Associated Gas Distributors of Florida.*

held to determine the cost recovery factors to be applied to customer bills in the following year. The Commission-approved 2026 conservation cost recovery factors are discussed further in Section 4.

Section 2. DSM Goalsetting

2.1 DSM Program Cost-Effectiveness and Energy Savings

Section 366.81, F.S., emphasizes that it is critical to utilize cost-effective conservation. This statutory provision is codified in Rule 25-17.008, F.A.C., for electric utilities and Rule 25-17.009, F.A.C., for natural gas LDCs. The rules identify the cost-effectiveness methodologies to be used and require that utilities provide cost and benefit information to the Commission when requesting to add a program or make changes or additions to an existing program.

The Commission requires that electric utilities measure cost-effectiveness from three perspectives, the program participant, the utility's ratepayers, and society's overall cost for energy services. The Participants test, the Rate Impact Measure (RIM) test, and the Total Resource Cost (TRC) test capture these viewpoints. The electric FEECA utilities are required to provide the results of all three tests when seeking to add a new program or make changes to an existing program.

Similarly, Rule 25-17.009, F.A.C., requires natural gas LDCs to provide the results of the Participants test and Gas Rate Impact Measure Test (GRIM). The GRIM test is a modified version of the RIM test, specific to gas utilities. Natural gas LDCs are also required to provide the results of these tests when seeking to add a new program or modify an existing program.

Table 4 summarizes the costs and benefits considered in the three Commission-approved electric cost-effectiveness methodologies for electric utilities.

Table 4
Summary of Electric Cost-Effectiveness Methodologies

	Participants	RIM	TRC
Benefits			
Bill Reduction	X		
Incentives Received	X		
Avoided Generation (Capital and O&M)		X	X
Avoided Transmission (Capital and O&M)		X	X
Fuel savings		X	X
Costs			
Program Costs		X	X
Incentives Paid		X	
Lost Revenues		X	
Participant's Costs (Capital and O&M)	X		X

Participants Test

The Participants test analyzes costs and benefits from a program participant's point of view, rather than the impact on the utility and other ratepayers not participating in the program. The

Participants test includes the up-front costs customers pay for equipment and costs to maintain this equipment. Benefits considered in the test include the incentives paid by utilities to the customers and the reduction in customer bills. Failure to demonstrate cost-effectiveness under this test would infer that rational customers would not elect to participate in this program.

Rate Impact Measure (RIM) Test

The RIM test is designed to ensure that all ratepayers, not just the program's participants, will benefit from a proposed DSM program. The RIM test includes the costs associated with incentive payments to participating customers and decreased revenues to the utility. DSM programs can reduce utility revenues due to reduced kilowatt-hour (kWh) sales and reduced demand. The decreased utility revenues typically are recovered from the general body of ratepayers at the time of a rate case. A DSM program that passes the RIM test ensures that all customer rates are the same or lower than rates would be without the DSM program.

Total Resource Cost (TRC) Test

The TRC test measures the overall economic efficiency of a DSM program from a social perspective. This test measures the net costs of a DSM program based on its total costs, including both the participants' and the utility's costs. Unlike the RIM test, customer incentives and decreased utility revenues are not included as costs in the TRC test. Instead, these factors are treated as transfer payments among ratepayers. Moreover, if appropriate, certain external costs and benefits such as environmental impacts may be taken into account. Because incentives and foregone revenues are not treated as "costs," electric rates for all customers tend to be higher for programs implemented solely using the TRC test to judge cost-effectiveness.

Ensuring Cost-Effectiveness

Ensuring utility-sponsored DSM programs remain cost-effective benefits the general body of electric ratepayers. These programs can reduce costs to ratepayers by postponing capital expenditures such as future power plant construction, and reducing current electrical generation costs, including fuel and variable O&M costs. DSM programs can also benefit customers by improving reliability.

When an IOU determines that a DSM program is no longer cost-effective, the utility should petition the Commission for modification or discontinuation of the program. In many instances, programs may need to be modified due to the adoption of a more stringent appliance efficiency standard or building code. In contrast, if new efficiency measures become available that are cost-effective, the utility may petition the Commission for approval of a new program.

2019 and 2024 Electric DSM Goalsetting Proceedings

Pursuant to Sections 366.82(2) and 366.82(6), F.S., the electric FEECA utilities filed proposed goals for the 2020 through 2029 period in April 2019. In that proceeding, the utilities' proposed goals were lower overall than those established in the 2014 goalsetting proceeding, with some utilities proposing goals of zero or near-zero for the 10-year period. A technical hearing on the proposed goals was held on August 12 and 13, 2019. The Commission heard testimony on cost-effectiveness tests, whether a goal of zero fulfilled statutory requirements, how to account for free ridership, and how to ensure low-income customers are able to effectively participate in DSM programs.

By issuing Order No. PSC-2019-0509-FOF-EG[15] on November 26, 2019, the Commission rejected the goals proposed by the electric FEECA utilities and chose to continue with the 2020-2024 portion of the goals established in the 2014 goalsetting proceeding.[16] While the goalsetting process produces annual goals, the cumulative goals for the entire 10-year period are shown in Table 5A for illustrative purposes.

Table 5A
Cumulative Commission-Approved Electric DSM Goals (2015-2024)

Electric Utility	Summer Demand Reduction Goals (MW)	Winter Demand Reduction Goals (MW)	Annual Energy Reduction Goals (GWh)
FPL	526.1	324.2	526.3
DEF	259.1	419.3	195.0
TECO	56.3	78.3	144.3
Gulf	68.1	36.7	84.2
FPUC	1.3	0.4	2.0
OUC	5.0	8.4	13.0
JEA	10.8	9.7	25.8
Total	**926.7**	**877.0**	**990.6**

Source: Order No. PSC-14-0696-FOF-EU.

In the 2019 goalsetting proceeding, the Commission also expressed a desire to review the goalsetting process for potential revisions that could be implemented before the next goalsetting proceeding (2024). In July 2020, a docket was established to consider proposed amendments to Rule 25-17.0021, F.A.C.[17] On May 17, 2023, a rule certification packet was forwarded to the Administrative Code and Register Section of the Florida Department of State. The Commission rule, Rule 25-17.0021, F.A.C, provides the electric FEECA utilities with direction as to what to file in order for the Commission to evaluate DSM goals and programs. Rule 25-17.0021, F.A.C., provides that: (1) utilities should make goals based upon projected savings from potential programs offered to customers rather than upon aggregated savings from individual conservation measures; and (2) requires utilities to provide projected savings or goals developed under two cost-effectiveness scenarios in order to provide a more robust record of evidence. Specifically, the rule brings into the goal-setting phase a greater focus on potential conservation programs that could be offered to customers in order to reach a utility's approved goals.[18]

[15]Order No. PSC-2019-0509-FOF-EG, issued November 26, 2019, in Docket Nos. 20190015-EG through 20190021-EG, *In re: Commission review of numeric conservation goals.*

[16]The goals established in 2014, and continued with the Commission's decision in the 2019 goalsetting proceeding, were based upon estimated energy and demand savings from measures that passed under a single cost effectiveness scenario, based upon the RIM and Participants cost-effectiveness tests.

[17]See Docket No. 20200181-EU, Proposed amendment of Rule 25-17.0021, F.A.C., Goals for Electric Utilities.

[18]Order No. PSC-2023-0165-FOF-EU, Notice of Adoption of Rule, issued May 18, 2023, in Docket No. 20200181-EU, *In re: Proposed amendment of Rule 25-17.0021, F.A.C., Goals for Electric Utilities.*

In January 2024, dockets were opened for the 2024 DSM goalsetting proceeding to establish goals for the 2025 through 2034 time period.[19] In September 2024, the Commission approved the numeric conservation goals to be applicable beginning in 2025 for DEF, TECO, FPUC, JEA, and OUC.[20] In December 2024, the Commission approved the numeric conservation goals for FPL.[21] The cumulative goals for the entire 10-year period are shown in Table 5B for informational purposes.

Table 5B
Cumulative Commission-Approved DSM Goals (2025-2034)

Electric Utility	Summer Demand Reduction Goals (MW)	Winter Demand Reduction Goals (MW)	Annual Energy Reduction Goals (GWh)
FPL	454.7	336.6	1,010.5
DEF	300.0	373.0	582.0
TECO	150.0	198.8	434.1
FPUC	0.9	1.8	6.1
OUC	7.8	7.1	55.5
JEA	19.9	17.9	101.4
Total	**933.3**	**935.2**	**2,189.6**

Source: Goal approval orders, by utility, are identified in footnotes 20 and 21 below.

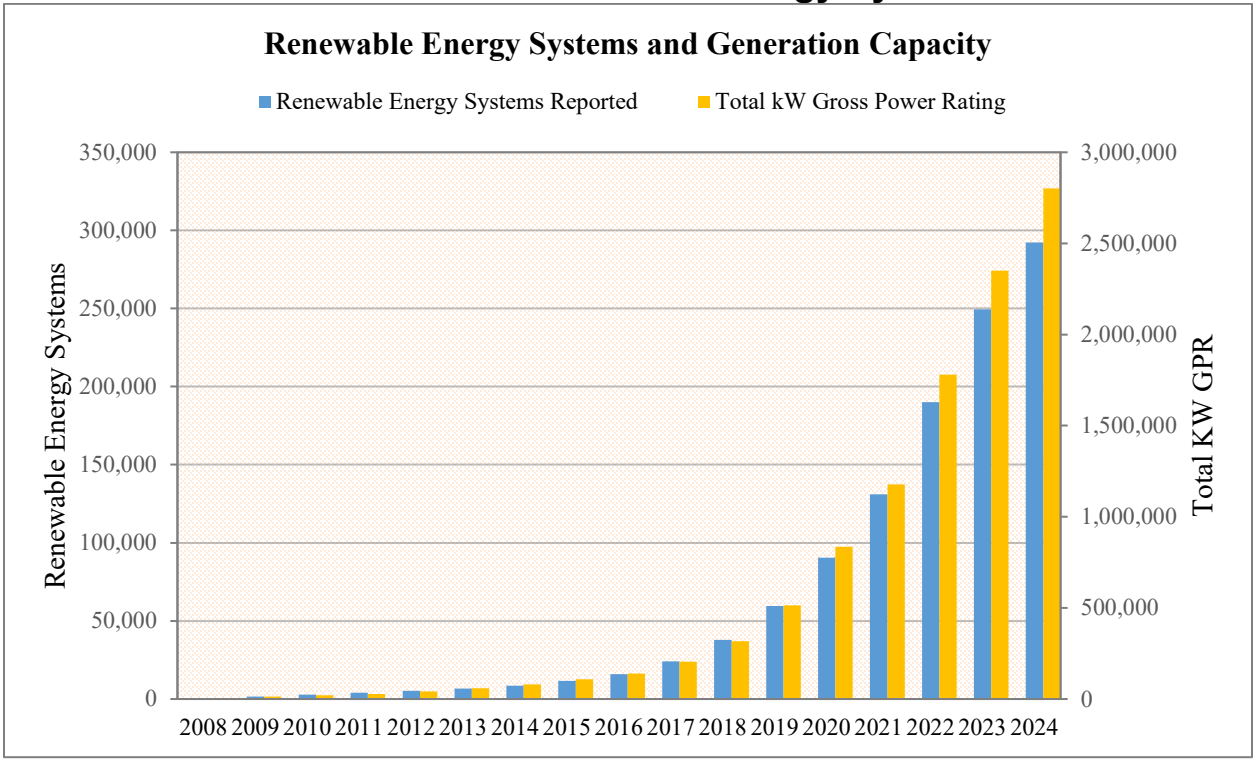
As part of its review of goals, the Commission recognized that Rule 25-6.065, F.A.C., (Customer-Owned Renewable Generation Rule) is an effective means of encouraging the development of demand-side renewable energy systems. Figure 2 shows the growth in the number of customer-owned renewable energy systems in Florida, as well as the growth in gross power ratings (i.e., generating capacity) since the Commission revised its net-metering rule in 2008. In 2024, the total number of renewable energy systems reported was 292,284, with a total gross power rating of 2,801,263 kilowatts.

[19]See Docket Nos. 20240012-EG through 20240017-EG, Commission review of numeric conservation goals (for FPL, DEF, TECO, FPUC, JEA, and OUC).

[20]See Order No. PSC-2024-0429-FOF-EG, issued September 20, 2024, in Docket No. 20240013-EG, *In re: Commission review of numeric conservation goals (Duke Energy Florida, LLC)*; Order No. PSC-2024-0430-FOF-EG; issued September 20, 2024, in Docket No. 20240014-EG, *In re: Commission review of numeric conservation goals (Tampa Electric Company);* Order No. PSC-2024-0431-FOF-EG; issued September 20, 2024, in Docket No. 20240015-EG, *In re: Commission review of numeric conservation goals (Florida Public Utilities Company);* Order No. PSC-2024-0432-FOF-EG, issued September 20, 2024, in Docket No. 20240016-EG, *In re: Commission review of numeric conservation goals (JEA)*; and Order No. PSC-2024-0433-FOF-EG, issued September 20, 2024, in Docket No. 20240017-EG, *In re: Approving numeric conservation goals (Orlando Utilities Commission).*

[21]See Order No. PSC-2024-0505-FOF-EG, issued December 18, 2024, in Docket No. 20240012-EG, *In re: Commission review of numeric conservation goals (Florida Power & Light Company).*

Figure 2
Demand-Side Renewable Energy Systems



Source: Data compiled from Net Metering Summary Spreadsheet (Net Metering Reports) provided to the Commission from IOU, municipal, and rural electric cooperative electric companies, 2008-2024.

2.2 2019 and 2024 DSM Goalsetting Proceedings for Peoples Gas

PGS is the only natural gas utility that meets the therm sales threshold for establishing conservation goals under FEECA.[22] In October 2018, PGS filed a petition for approval of numeric therm reduction goals for the 2019-2028 period. PGS estimated its goals based upon its current Commission-approved DSM programs. Because PGS had existing programs already in place, there is expected to be no additional cost to its customers, aside from the costs of the new audit programs. PGS utilized the Participants and GRIM tests to calculate its goals.[23] The Commission first approved the goals for PGS in Order No. PSC-2019-0361-PAA-GU, issued on August 26, 2019. Table 6A shows the 10-year therm-savings goals for PGS over the 2019 through 2028 period.[24]

[22]Section 366.82, F.S., provides that a natural gas utility is subject to FEECA requirements if a utility's annual retail sales volume is equal to or greater than 100 million therms.
[23]Rule 25-17.009, F.A.C., requires natural gas utilities that seek to recover costs for conservation programs to file the cost-effectiveness test results of the Participants test and the GRIM test.
[24]Order No. PSC-2019-0361-PAA-GU, issued August 26, 2019, in Docket No. 20180186-GU, *In re: Petition for approval of demand side management goals and residential customer assisted and commercial walk-through energy audit programs, by Peoples Gas System.*

Table 6A
Commission-Approved DSM Goals for PGS (2019-2028)

Cumulative Savings (Therms)		
Residential	**Small Commercial**	**Combined**
3,749,583	2,426,634	6,176,217

Source: Order No. PSC-2019-0361-PAA-GU.

A Commission docket was established in 2024 to set goals for PGS for the same period as was established for the FEECA electric utilities (2025 through 2034 period).[25] In the 2024 PGS goalsetting proceeding, PGS estimated its goals for 2025 through 2034 based upon the same Commission-approved DSM programs that were approved in the 2019 goalsetting proceeding. PGS utilized the Participants and GRIM cost effectiveness tests to calculate its goals.[26] The Commission approved the 2025-2034 goals for PGS in Order No. PSC-2024-0280-PAA-GU, issued on July 30, 2024.[27] Table 6B details the Commission-approved cumulative savings goals for PGS for the 2025-2034 period.

Table 6B
Commission-Approved DSM Goals for PGS (2025-2034)

Cumulative Savings (Therms)		
Residential	**Small Commercial**	**Combined**
3,634,183	4,388,865	8,023,048

Source: Order No. PSC-2024-0280-PAA-GU.

2.3 Impact of Outside Factors on FEECA Utility DSM Programs

Conservation in Florida is prompted by customer actions to conserve energy, federal appliance efficiency standards, state building codes, and utility-sponsored DSM programs. Customers can save energy and reduce their bills through behavioral changes and by investing in energy efficient homes, appliances, and equipment. Federal appliance efficiency standards have become more stringent over time, thus increasing the baseline energy efficiency of new appliances and heating and air conditioning equipment available to Florida's consumers. Likewise, changes in the Florida State Building Code (FLBC) have resulted in more energy efficient homes.

Utilities design DSM programs to encourage conservation that exceeds levels achievable through current building codes and minimum efficiency standards. However, the cost-effectiveness of some DSM measures has declined due to several factors outside of the FEECA utilities' control. More stringent state and federal efficiency standards, building codes, and customer actions to implement efficiency outside of utility programs, such as the deployment of renewable energy

[25]See Docket No. 20240018-EG, Commission review of numeric conservation goals (Peoples Gas System). For the FEECA electric utilities, Rule 25-17.0021(1), F.A.C., sets forth that the Commission will initiate a proceeding at least once every five years to establish goals over a ten-year period.
[26]Rule 25-17.009, F.A.C., requires natural gas utilities that seek to recover costs for conservation programs to file the cost-effectiveness test results of the Participants test and the GRIM test.
[27]Order No. PSC-2024-0280-PAA-GU, issued July 30, 2024, in Docket No. 20240018-EG, *In re: Commission review of numeric conservation goals (Peoples Gas System.)*

systems, reduce the potential incremental demand and energy savings available from utility-sponsored DSM programs.

Federal efficiency standards and state building codes establish a baseline in assessing the cost-effectiveness of a potential DSM program. Florida utility DSM programs offer rebates and incentives for appliances that exceed federally established minimum efficiency standards. However, increases in federal efficiency standards, independent conservation efforts by consumers, and general conservation practices make it more challenging for utilities to attract voluntary participants in order achieve demand and energy savings through DSM programs. Electric rates are also a contributing factor in customers' decisions to enroll or not enroll in DSM programs, or invest in more efficient appliances. Increasing electric rates tend to increase customer energy efficient investments, while stable or declining electric rates tend to reduce customer energy efficiency investments. In combination, these factors make it crucial that the FEECA utilities frequently evaluate their conservation program offerings to ensure that they remain cost-effective and attractive to customers. In addition, the FEECA utilities are also expected to engage in research or evaluate the potential for new, cost-effective DSM program opportunities as energy-efficiency technologies develop.

State Building Code

At the state level, the FLBC is amended annually to incorporate interpretations and clarifications as well as to update efficiency standards. The Florida Building Commission updates the FLBC with relevant new standards every three years, most recently in 2023 when the 8th Edition was issued. The 8th Edition (2023) became effective in December 2023, and three Supplements were issued in 2024.[28] While there were several changes in the three supplement documents that pertain to construction standards, no changes were made to Chapter 11, Energy Efficiency. After review of these resources and the current DSM programs, FEECA utilities reported that no program changes were needed as a direct result of the 2023 or 2024 FLBC code updates.

Federal Government Efficiency Standards

At the federal government level, the U.S. Department of Energy's (DOE) Building Technologies Office sets energy efficiency standards for more than 60 categories of appliances and other equipment, including HVAC equipment.[29] Within the Building Technologies Office, the Appliances and Equipment Standards Program maintains a multi-year rulemaking schedule that establishes minimum energy efficiency standards and test procedures which are the basis for these standards. The products regulated by DOE standards represent about 90 percent of home, 60 percent of commercial building, and 30 percent of industrial energy use.[30] Some of the consumer products regulated by these Conservation Standards and Test Procedures include laundry appliances, dishwashers, microwave ovens, televisions, and several other common

[28]The 2024 Supplements to the 8th Edition added code language for consistency with changes in laws that became effective August 19, 2024. Details of the Eighth Edition (2023) Florida Building Code and all Supplements to it can be found at https://www.floridabuilding.org/fbc/Links_to_Code_Resources.html.

[29]Pursuant to Section 553.975, F.S., the Commission must report the effectiveness of state energy conservation standards established by Sections 553.951-553.973, F.S. Florida's appliance efficiency standards are mandatory efficiency improvements but have not been updated since 1993, and therefore have likely been superseded by more recent federal efficiency standards.

[30]Federal Appliance and Equipment Standards Program: https://www.energy.gov/eere/buildings/appliance-and-equipment-standards-program

household products. In addition to consumer products, there are categories for lighting, plumbing, and commercial/industrial products.[31]

The 2024 period did not see many efficiency standards implemented, but it did experience a wide range of standards finalized that will become effective in the coming years. For example, efficiency standards were updated for gas and electric cooking products,[32] residential water heaters,[33]and air conditioners. Federal standards that change the baseline requirements for a product may have a direct effect on DSM programs. If a DSM program is no longer cost effective as a result of changing federal standards, then the utility should file a petition to modify or discontinue the program. A utility can update program standards without filing a petition.

In early 2025, DOE finalized a revised test procedure under Appendix M1 for residential central air conditioners and heat pumps, incorporating updated metrics. Although these metrics lay the groundwork for future efficiency standards, DOE postponed the development of corresponding conservation standards. The revised test procedure became mandatory for manufacturers on July 7, 2025.[34] DOE also formally withdrew or postponed multiple previously proposed or finalized energy efficiency standards. Among the withdrawn rules were standards for electric motors, ceiling fans, dehumidifiers, and external power supplies. DOE also postponed the effective dates of test procedures for central air conditioners and heat pumps, walk-in cooler systems, and gas instantaneous water heaters, citing the need to reevaluate the rulemakings in light of administrative priorities.[35] In May 2025, DOE proposed (but had not yet finalized) withdrawing the covered product determination for portable air conditioners. As of July 2025, DOE has not confirmed whether existing standards for lamps or conventional ovens will be rescinded.[36] DOE also initiated new rulemakings for commercial clothes washers, furnace fans, and other equipment categories[37]

[31]Federal Conservation Standards and Test Procedures: https://energy.gov/eere/buildings/standards-and-test-procedures

[32]Official January 29, 2024 Department of Energy press release: https://www.energy.gov/articles/doe-finalizes-cost-saving-efficiency-standards-new-cooking-products-based-recommendations?

[33]Official April 30, 2024 Department of Energy press release: https://www.energy.gov/articles/doe-finalizes-efficiency-standards-water-heaters-save-americans-over-7-billion-household?

[34]Federal Register Final Rule: Appendix M1 Test Procedure for Central Air Conditioners and Heat Pumps https://www.federalregister.gov/documents/2025/01/07/2024-30852/energy-conservation-program-test-procedure-for-central-air-conditioners-and-heat-pumps

[35]Official March 24, 2025 Department of Energy press release: https://www.energy.gov/articles/energy-department-advances-efforts-lower-costs-and-increase-consumer-choice?

[36]Federal Register: Proposed Withdrawal of Portable Air Conditioners Determination: https://www.federalregister.gov/documents/2025/05/16/2025-08577/energy-conservation-program-proposed-withdrawal-of-determination-of-portable-air-conditioners-as-a

[37]DOE Standards and Test Procedures Overview: https://energy.gov/eere/buildings/standards-and-test-procedures

Section 3. FEECA Utilities' Goal Achievements

3.1 Assessing Goal Achievement

Commission rules require separate goals be set for electric residential and commercial/industrial (C/I) classes, assigning context to measuring goal achievement within these two primary customer categories. Each utility's achievements in these categories are also combined and compared against total demand and energy savings goals.

Every FEECA utility must file an annual DSM report pursuant to Rule 25-17.0021, F.A.C., which summarizes demand savings, energy savings, and customer participation rates for each approved program. The report also includes the residential, C/I, and total energy efficiency achievements compared to the approved DSM goals. Each FEECA utility's current (2024) and archived annual DSM reports from prior years can be found on the Commission's website: http://www.psc.state.fl.us/.

Monitoring annual goal achievements enables the Commission to evaluate the effectiveness of each utility's programs. In addition to reviewing the FEECA utilities' annual DSM reports, staff issues discovery requests for additional information from the utilities on their demand and energy saving achievements. Staff's data requests also seek explanations of factors preventing the utilities from achieving projected participation levels. Each FEECA utility's DSM performance in 2024 is discussed below. The utility achievements have been compared to the annual goals established by the Commission in November 2014 and reapplied in November 2019. Table 7 provides a breakdown of each electric utility's goal achievements for the period.

FPL

FPL exceeded 4 of 9 DSM demand and energy savings goals in 2024. For the residential customer class, higher participation in all programs aided FPL in exceeding its goal for annual energy savings, yet the utility still did not achieve its summer or winter demand reduction goals for the class. FPL cited lower participation than anticipated in the Residential On Call program, and lower savings in the Residential HVAC program due to new Federal Efficiency Standards were the principle reasons the demand reduction goals were not met. For the C/I customer class, FPL's goal achievement results were reversed; while the utility exceeded its summer and winter demand reduction goals for the class, it fell short of its C/I annual energy savings goals. For the commercial/industrial class shortfall, FPL cites lower participation than anticipated in the Business Lighting program, which contributed to it not achieving its annual energy savings goal for the commercial/industrial class. The utility believes program changes that are incorporated in its 2025 DSM plan, plus enhanced marketing efforts to promote its energy saving programs, will enhance its performance for meeting all goals.

DEF

In 2024, DEF exceeded all individual customer class and overall goals. For the residential customer class, demand and energy savings amounts were somewhat lower than those achieved in 2023. DEF conducted fewer residential energy audits in 2024 (29,423), compared to 2023 (36,915). For the C/I customer class, the company exceeded all its individual customer class goals, despite conducted only about 70% as many C/I audits (325) compared to 2023 (479).

TECO

In 2024, TECO exceeded all individual customer class and overall goals. Although TECO exceeded all 2024 residential savings goals, several programs reported lower participation levels. For the residential and C/I classes, fewer audits were conducted in 2024, compared to 2023 (55,659 for residential and 459 for C/I in 2024, compared to 104,284 residential and 976 C/I, in 2023). For the C/I customer class, program participation levels were mixed compared to 2023, but increased participation in the Facility Energy Management System program contributed to the reported annual energy savings result.

FPUC

In 2024, FPUC exceeded 2 of 9 DSM demand and energy savings goals in 2024. The utility did not meet or exceed 7 out of its 9 goals, including its summer demand goal for the residential class, all of its goals for the C/I customer class, and all total goals. Fewer residential audits were conducted in 2024 compared to 2023, and participation was flat in the Residential Heating and Cooling Upgrade program. For 2025, FPUC expects that the higher rebate levels for residential programs in their 2025 DSM plan will spark interest in these programs, and aid the utility in meeting its customer class goals. For the C/I customer class, participation in 2024 improved compared with 2023, but not to a level sufficient for the company to achieve its demand and energy savings goals. FPUC attributes underperformance in the commercial class to low participation in all three of its primary programs (the Commercial Heating & Cooling Upgrade program, the Commercial Chiller program, and the Commercial Reflective Roof program). For 2025, FPUC is optimistic that program adjustments in their 2025 DSM plan, along with a new C/I lighting program, will contribute to more favorable goal achievement results for this customer class in future years.

JEA

JEA exceeded all individual customer class goals in 2024; thus, the utility met its total demand and energy savings goals as well.

OUC

OUC exceeded all individual customer class goals in 2024; thus, the utility met its total demand and energy savings goals as well.

Table 7
Electric DSM Goals Compared to Annual Achievements (2024)

Utility	Winter (MW)		Summer (MW)		Annual (GWh)	
	Goals	Achieved Reduction	Goals	Achieved Reduction	Goals	Achieved Reduction
FPL						
Residential	23.10	**21.62**	37.80	**32.97**	37.80	49.37
Commercial/Industrial	18.00	19.13	29.10	32.14	38.10	**35.45**
Total	41.10	**40.75**	66.90	**65.11**	75.90	84.82
DEF						
Residential	21.00	29.00	11.00	18.00	1.00	46.00
Commercial/Industrial	5.00	24.00	5.00	21.00	1.00	9.00
Total	26.00	53.00	16.00	39.00	2.00	55.00
TECO						
Residential	6.10	8.50	2.50	9.80	5.50	22.20
Commercial/Industrial	1.70	9.20	3.20	12.30	9.60	86.50
Total	7.80	17.70	5.70	22.10	15.10	108.70
FPUC*						
Residential	0.039	0.056	0.123	**0.096**	0.084	0.185
Commercial/Industrial	0.027	**0.006**	0.071	**0.011**	0.229	**0.003**
Total	0.066	**0.062**	0.194	**0.107**	0.313	**0.188**
JEA						
Residential	0.960	1.630	0.940	1.870	2.500	3.670
Commercial/Industrial	0.007	0.250	0.140	0.490	0.080	2.550
Total	0.967	1.880	1.080	2.360	2.580	6.220
OUC						
Residential	0.160	0.710	0.160	0.657	0.570	1.683
Commercial/Industrial	0.700	0.956	0.360	1.352	0.800	8.221
Total	0.860	1.666	0.520	2.009	1.370	9.904

*Bold numbers indicate the utility did not meet its annual goals within that category.

Source: 2024 FEECA utility demand-side management annual reports.

PGS

PGS exceeded its residential therm reduction savings goal by about 21 percent in 2024, and surpassed its C/I and total goals by significant margins.

Table 8 provides a breakdown of the goal achievements for PGS for the period. Therm-savings goals for PGS were first approved in August 2019. PGS met its 2024 total energy reduction goal and its individual customer class goals.

Table 8
Natural Gas DSM Goals Compared to Annual Achievements (2024)

PGS	Annual Energy Reduction, in Therms	
	Goals	Achieved Reduction
Residential	379,045	457,458
Commercial/Industrial	245,457	1,812,827
Total	624,502	2,270,885

*Bold numbers indicate the utility did not meet its annual goals within that category.

Source: 2024 FEECA utility (PGS) demand-side management annual report.

3.2 Information on Audit Programs

Residential energy audits are required by Section 366.82(11), F.S. Energy audits serve as an avenue for utilities to identify and evaluate conservation opportunities for customers. FEECA utilities use energy audits as a gateway to their other DSM programs. For example, some rebate programs require customers to have an energy audit so that the utility can identify existing equipment to determine program eligibility before the customer is eligible to participate. Utilities also use energy audits to educate customers on behavioral changes and energy efficiency investments they can make outside of the utility-sponsored DSM programs.

Rule 25-17.0021, F.A.C., requires that all FEECA utilities offer a Walk-Through Audit, a Building Energy-Efficiency Rating System (BERS) Audit, and a Computer-Assisted Audit to their residential customers. All FEECA electric utilities offer Walk-Through Audits for their commercial customers as well. In addition to the required audits, FEECA utilities also offer online and phone audits which have become increasingly popular with customers. While online and phone audits are not as thorough as Walk-Through Audits, they give customers access to much of the same information on their own time, without the need to schedule appointments with their utility. These audits also typically have lower administrative costs than Walk-Through Audits.

As a part of its goalsetting process, PGS was granted a waiver which exempts the company from the requirement to offer Walk-Through Audits. The Commission allowed PGS to offer an electronic, online-only audit in lieu of on-site audits for residential customers. In April 2020, PGS launched its Residential Customer Assisted Audit program as an online audit program for residential customers. In 2024, a total of 7,442 audits of this type were conducted. In addition, PGS completed its first full year of its Commercial Walk-Through Energy Audit program, after launching the program in July 2023. PGS conducted 153 audits of this type in 2024.

Residential Audits

Table 9 shows FEECA electric utilities performed a total of 239,519 residential audits in 2024, which was about 1,223 fewer residential audits compared to 2023, when 240,742 audits were conducted.[38]

Table 9
Residential Audits by Type (2024)

Utility	Audit Type			
	Walkthrough, BERS, or Computer Assisted	Online	Phone	Total
FPL	16,452	74,124	9,603	100,179
DEF	6,449	20,736	2,238	29,423
TECO	2,865	52,794	0	55,659
FPUC	108	12	0	120
JEA	5,264	5,742	0	11,006
OUC	1,393	41,739	0	43,132
Total	**32,531**	**195,147**	**11,841**	**239,519**

Source: FEECA utilities' 2024 demand-side management annual reports.

By type, FEECA electric utilities conducted 32,531 in-person audits in 2024, a decrease relative to 2023, when 36,358 audits of this type were conducted. The overall number of virtual online audits increased in 2024 (195,147) compared to 2023 (188,213). Only FPL and DEF offered virtual audits via telephone and, on an overall basis, fewer audits of this type were conducted in 2024 (11,841) compared to 2023 (16,171).

By utility, FPL, JEA, and OUC reported more audits were conducted on an overall basis (i.e., residential and commercial combined) in 2024 compared to 2023. FPL reported 100,179 audits were conducted in 2024, reflecting more in-person and online audits, which is an increase compared to its 2023 audits (87,050). Likewise, JEA's increase in in-person audits led to more audits overall in 2024 compared to 2023. Unlike 2023, OUC included its online audits in 2024, which resulted in more reported audits in 2024 than 2023. DEF, TECO, and FPUC reported fewer audits in all categories in 2024 compared to 2023.

Commercial / Industrial Audits

On an overall basis, Table 10 below shows that the FEECA electric utilities performed 6,003 commercial/industrial energy audits in 2024, compared to 6,872 such audits in 2023. During periods of COVID-era suspensions that began in 2021, FPL, DEF, and TECO offered C/I audits through in-person and virtual means. However, in 2024, only FPL and DEF continued the practice of offering virtual audits. For TECO, JEA, and OUC, all of the audits conducted for this customer class in 2024 were conducted by site visits (shown on Table 10 as in-person audits). FPUC offers consultation services on energy saving opportunities, but does not offer a formal audit program for commercial/industrial customers.

[38]Walk-Through, BERS, and Computer-Assisted audits all require a utility auditor to physically inspect the customer's premises, and therefore are consolidated for the purposes of Figures 3 and 4. On a percentage basis, the number of residential audits conducted in 2024 reduced by about 0.5% percent, compared with 2023.

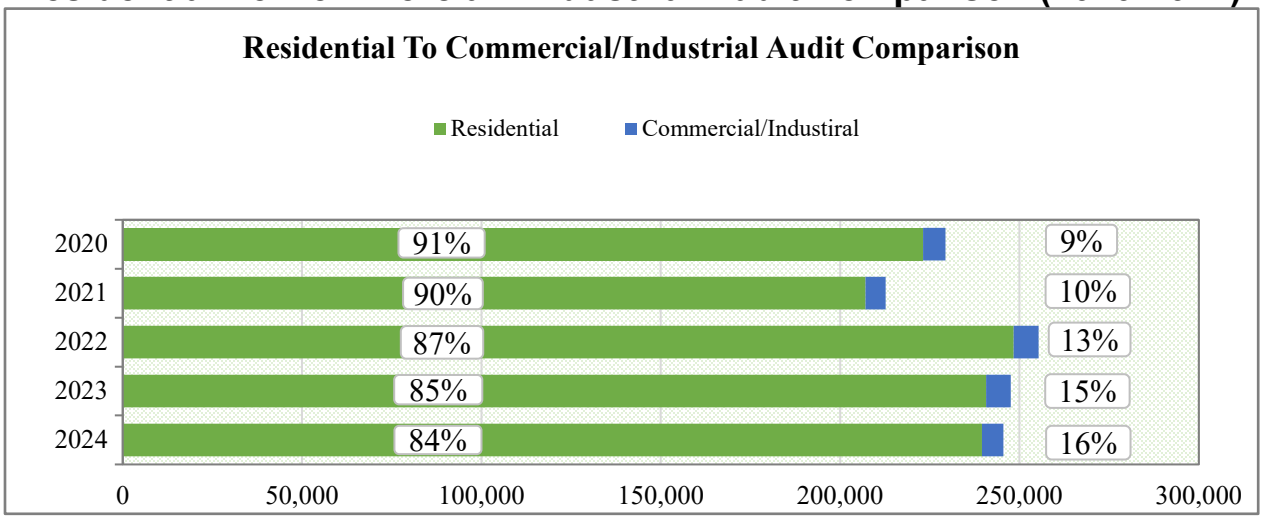
Table 10
Commercial / Industrial Audits by Type (2024)

Utility	Audit Type			
	Walkthrough, BERS, or Computer Assisted	Online	Phone	Total
FPL	2,059	522	2,313	4,894
DEF	298	0	27	325
TECO	459	0	0	459
FPUC	0	0	0	0
JEA	257	0	0	257
OUC	68	0	0	68
Total	**3,141**	**522**	**2,340**	**6,003**

Source: FEECA utilities' 2024 demand-side management annual reports.

Figure 3 below shows multiple years of data (2020 through 2024) to demonstrate the proportional split between residential and commercial/industrial audits, compared to the total number of audits. In 2020, about 91 percent of all audits were residential, with the balance (about 9 percent) being commercial/industrial. In the years since 2020 (2021 through 2024), a gradual shift to a larger percentage of commercial/industrial audits in each year can be observed, such that by 2024, about 16 percent of all audits conducted were commercial/industrial audits.

Figure 3
Residential To Commercial / Industrial Audit Comparison (2020-2024)



Source: FEECA utilities' 2020-2024 demand-side management annual reports.

3.3 Low-Income Programs

The 2014 DSM Goals Order[39] states, "When the FEECA utilities file their DSM implementation plans, each plan should address how the utilities will assist and educate their low-income customers, specifically with respect to the measures with a two-year or less payback."[40] In accordance with this Order, electric FEECA utility have implemented measures and/or programs that assist and educate low-income customers. Low-income customer participation in energy conservation programs furthers the intent of FEECA by encouraging potential demand and energy reduction in Florida. Customers that participate in these programs benefit through increased knowledge of conservation opportunities and through rebates on energy saving equipment, resulting in potential bill reduction.

Low-income programs mainly focus on efforts to provide energy efficiency information, weatherization opportunities and the installation of energy efficient measures to residential homes. In many cases, the utilities have established partnerships with government and non-profit agencies. They work together to help identify low-income neighborhoods and educate customers on conservation opportunities through energy audits, bill inserts, presentations, and other measures.

Since 2015, all of the electric FEECA utilities have submitted programs in their DSM plans tailored to offer assistance to qualifying customers. Each FEECA utility's conservation efforts with respect to low-income customers during 2024 are discussed below.

FPL

Through its Low Income Weatherization program, FPL leverages its partnerships with Weatherization Assistance Providers throughout its territory to offer these providers rebates for installation of program measures in qualifying homes.[41] In 2024, FPL enrolled 18,681 customers in its Low-Income Weatherization program, which was 7,427 more customers were enrolled than in 2023. In part, these additional enrollments were facilitated because FPL's fulfillment contractor added more resources focused on canvassing and targeting low-income areas within its service territory. The expanded efforts involved educating residents about the program, as well as directly installing measures into homes.

Additionally, FPL coordinated its outreach efforts in 2024 with other low-income assistance agencies to attend additional community events. Such events served as a platform for program enrollments for various energy saving programs, including Energy Surveys (audits) or the Community Energy Saver program.

DEF

In 2024, DEF continued its efforts to expand offering its Neighborhood Energy Saver (NES) program, a program that serves all customers, including low income customers. By identifying

[39]The 2014 DSM Goals Order references electric utilities only.

[40]Order No. PSC-14-0696-FOF-EU, issued December 16, 2014, in Docket Nos. 20130199-EI through 20130205-EI, *In re: Commission review of numeric conservation goals.*

[41]The Weatherization Assistance Program offered by FPL and other investor-owned electric utilities in Florida is a United States Department of Energy program that is administered at the state and local levels. Resource links are provided at this website: https://www.energy.gov/scep/wap/how-apply-weatherization-assistance

targeted demographic areas within a 15-mile radius, the utility was able to facilitate easier scheduling of appointments for customers and minimize travel times for its vendor. These efforts resulted in 5,821 program enrollments in 2024, which was very similar to number of enrollments from 2023 (5,846), yet well above the results from 2022, when 4,771 customers were enrolled.

Also in 2024, DEF expanded its efforts to offer its Low-Income Neighborhood Weatherization Assistance Program (LIWAP). For example, through a webinar series was co-sponsored by the Duke Foundation and the Florida Housing Coalition, DEF shared information about its LIWAP program. The five-part webinar series was offered to State Housing Assistance program administrators from various agencies throughout its service territory. In 2024, a total of 317 program enrollments were recorded, up from 184 in 2023. The Mid-Florida Community Services agency was involved in 124 (of the 317) program enrollments, which was the most enrollments among 7 other participating agencies.

TECO

TECO's Neighborhood Weatherization program features the installation of an energy efficiency kit that includes 12 energy savings measures, plus ceiling insulation and/or duct sealing, depending on the needs of the home. The utility uses Florida Census Track Data to determine eligibility for this program and estimates that about 17 percent of its customers fall into the category of low-income or vulnerable status. In 2024, a total of 6,634 customers enrolled in Enrollment for this program was lower in 2024 compared to 2023 (8,258) due two unforeseen circumstances. First, a ransomware attack on the utility's internal processing system impaired enrollment for a period of time in the fourth quarter of 2024. Second, TECO suspended offering this program during its post-hurricane response to Hurricanes Debbie, Helene, and Milton in 2024. Both of these factors also impaired TECO in its efforts to offer its Energy and Renewable Education, Awareness and Agency Outreach program in 2024, which serves all customers, including low-income customers.

FPUC

Although FPUC does not offer a low income program, the company's Residential Energy Survey program serves all customers, including low-income customers. The utility's website, customer contact centers, billboards, and other forms of advertising in its service territories promote the Residential Energy Survey program, which in turn, provides information on other DSM programs that are available to all customers, including low-income customers. In 2025, FPUC plans to relaunch its Residential Energy Survey program under a new brand – Efficiency First – with a completely redesigned structure built on educational engagement, incentives, and a streamlined digital infrastructure.

JEA

JEA's Neighborhood Energy Efficiency Program includes free installation of conservation products and provides energy education packets that give income-qualified customers energy-saving ideas and information about JEA's other DSM programs. JEA also promotes the availability of nonprofit community-based utility bill assistance programs, including its Neighbor to Neighbor donation program. These programs are found on the JEA website and amplified through social media and direct email promotions.

In 2024, JEA continued its partnership with multiple government and non-profit agencies that provide direct and indirect financial assistance to customers in its service territory. In addition, JEA developed and presented conservation based educational resources designed to help homeowners understand the biggest users of energy and water inside and outside the home.

OUC

In 2024, OUC continued its Project Care and Efficiency Delivered programs to assist low-income customers in conserving energy and demand. Project Care assists customers in paying their energy bills and implementing energy efficiency measures. In this program, OUC supplements donations it receives, and applies such donations to the customers' utility bill. In the income-based Efficiency Delivered program, OUC pays for 85 percent of the costs for energy and water efficiency upgrades, up to a cap of $2,500 per installation. Income qualified participants pay the remaining 15 percent over the first 24 months, interest free.

3.4 Investor-Owned Utility Research and Development Programs

In addition to specific DSM programs that provide measurable demand and energy savings, the four electric IOUs conduct conservation research and development initiatives to evaluate emerging DSM opportunities. In these programs, Florida's electric IOUs often partner with universities or established industry research organizations. With the arrival of new electricity-consuming products and new technologies, research and development by Florida's electric IOUs creates opportunities to identify emergent options to conserve electricity. The recent initiatives undertaken by the electric IOUs are discussed below.

FPL

In 2024, FPL's research and development program focused on four key projects: the Smart Panel Pilot, a retro-commissioning study, a low-income deep retrofit initiative, and a new electric vehicle (EV) charging pilot. The Smart Panel Pilot continued to evaluate the capabilities of smart panels in enhancing residential energy efficiency and demand response. As of December 2024, 100 smart panels had been installed in customer homes, with the pilot scheduled to run through 2028. FPL also advanced its retro-commissioning study at a large, multi-building church campus. In 2024, energy efficiency recommendations were finalized, and FPL is collaborating with the church to implement these measures. Post-implementation, FPL will monitor the installed measures over a 12-month period to evaluate their energy efficiency impact. The low-income deep retrofit pilot in the Pensacola area continued data collection in 2024. This pilot assesses the impact of comprehensive energy efficiency measures (including heat pumps, heat pump water heaters, duct sealing/repair, ceiling insulation, and smart thermostats) installed in the spring of 2023. Preliminary analyses indicated average annual energy consumption savings of 32% among participating homes.

FPL also engaged in a pilot project in 2024 to evaluate the use of vehicle telematics for managing EV charging. The six-month study enrolled employees utilizing FPL's charging facilities at the Juno Beach offices. Data collected aimed to understand charging habits and assess the ability of vehicle telematics to manage charging sessions, thereby smoothing EV charging demand. The pilot concluded in December 2024, with data evaluation ongoing.

Additionally, FPL maintained its collaborations with the Florida Solar Energy Center (FSEC), various Florida universities, the Electric Power Research Institute (EPRI), and E-Source research initiatives.

DEF

In 2024, DEF continued ongoing research evaluating the energy efficiency and demand response potential of an advanced commercial air conditioning technology. This initiative is studying a cooling system that combines dew-point-style sensible cooling with liquid desiccant dehumidification, allowing for energy storage and reduced peak power consumption. DEF is piloting this technology at two volunteer customer sites to assess its performance.

DEF also continued its collaboration with the University of Central Florida (UCF) and University of South Florida (USF) for energy storage research. In 2024, DEF continued studying long-duration, customer-side energy storage systems at UCF. Those studies focused on battery performance during charging and discharging cycles, degradation over time, and the optimal operation of battery energy storage in distribution systems with high solar energy penetration.

At USF, DEF contained its study of customer-sited solar photovoltaic (PV) systems and energy storage at the University's 5th Avenue Garage Microgrid. The system provides load smoothing, islanding capabilities, and demand response. A publicly available dashboard offers live data and project-specific information for further study.

DEF continued its participation in the Electric Power Research Institute's (EPRI) Solar Distributed Photovoltaic (DPV) project, which is focusing on data collection to document customer solar resources, particularly larger PV arrays with and without energy storage. In 2024, DEF also continued its work in the Vehicle-to-Grid (V2G) study involving the Ford F-150 Lightning electric pickup truck. The pilot includes lab testing and real-world application in four employee-volunteer homes, examining the truck's capabilities for demand response, vehicle-to-home backup power, and EV charging control. This initiative aims to assess the potential of EVs as grid resources.

In May 2024, DEF completed its Smart Home Gateway pilot that studied home energy management devices. The study evaluated the capabilities of control devices to perform on-site operations, such as receiving data from a customer's AMI meter, allowing automatic control of devices according to a customer's preference, and enabling open-source, utility-demand responses. The findings from this study will be used in future energy efficiency and demand response programs.

TECO

In 2024, TECO concluded the Integrated Renewable Energy System ("IRES") Pilot Program, which was commissioned in 2021. The system included a solar carport array, battery storage, EV chargers, and industrial truck charging stations. The program's objectives were to evaluate DSM benefits, determine ideal system operations for commercial users, and educate customers on integrated system capabilities. A final report summarizing findings was completed in 2024.

Additionally, TECO resumed its commercial battery storage research project, originally begun in 2016 in partnership with the University of South Florida. Installations were completed in 2024 for further study at two pilot sites: a nonprofit vocational training center and a community facility. Both systems were designed for peak shaving and included lithium iron phosphate batteries. Lessons learned from site planning, storm response, and energy performance are expected to support future DSM planning.

FPUC

In 2024, FPUC suspended the Powerhouse project within its Conservation Demonstration and Development ("CDD") program. The project faced unresolved technical complications related to installation logistics between the equipment provider and the participating customer, and no data was collected prior to equipment removal. Other than Powerhouse, no other CDD activities were performed in 2024, and has since shifted its CDD efforts to focus on residential applications in the 2025–2029 planning period.

Section 4. Conservation Cost Recovery

Florida's IOUs are allowed to recover reasonable expenses for Commission-approved DSM programs through cost recovery clauses. For electric IOUs, the recovery mechanism is the ECCR clause. For natural gas LDCs, the recovery mechanism is the NGCCR clause. These costs include utility expenses such as administrative costs, equipment, and incentive payments to customers. Before requesting recovery of costs through the ECCR clause, an electric IOU must provide data on DSM program cost-effectiveness. The Commission conducts a financial audit each year prior to approving cost recovery of these expenses.

4.1 Electric IOU Cost Recovery

Since 2015, annual electric utility expenditures to fund conservation programs has varied over a rolling ten-year period, due to additions and modifications of these voluntary programs. In addition, these utilities have reported that 2020 and 2021 COVID-related impacts have resulted in lower levels of customer participation in DSM programs, contributing to the decline in DSM expenditures in those years. Table 11 shows the annual DSM expenditures recovered by Florida's IOUs from 2015-2024.

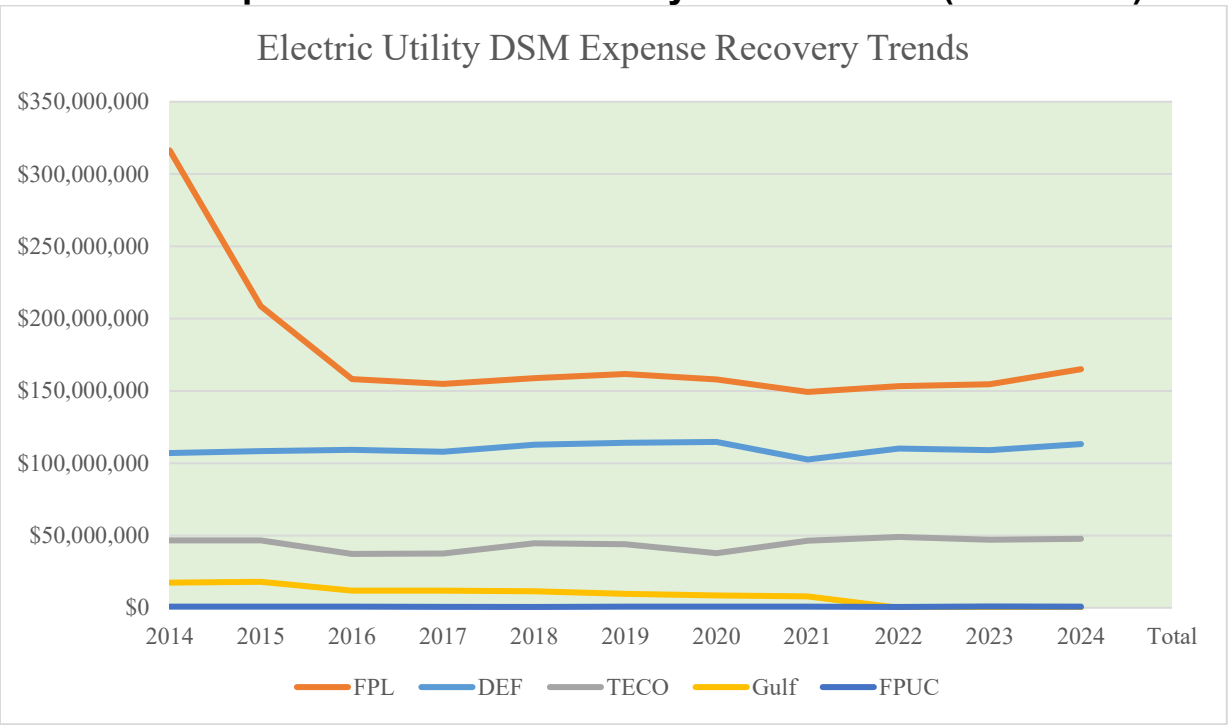
Table 11
DSM Expenditures Recovered by IOUs (2015-2024)

	FPL	DEF	TECO	Gulf	FPUC	Total
2015	$208,643,788	$108,455,141	$46,516,401	$17,961,885	$718,616	$382,295,831
2016	$158,174,787	$109,155,438	$37,242,148	$11,915,459	$687,590	$317,175,422
2017	$154,916,595	$107,890,962	$37,585,598	$11,854,558	$640,996	$312,888,709
2018	$158,735,829	$112,863,333	$44,558,717	$11,399,250	$656,154	$328,213,283
2019	$161,738,898	$114,084,224	$43,988,528	$9,607,262	$865,843	$330,284,755
2020	$157,892,907	$114,692,900	$37,850,526	$8,637,394	$782,143	$319,855,870
2021	$149,275,934	$102,542,901	$46,328,538	$7,852,934	$751,683	$306,751,990
2022	$153,282,683	$110,172,154	$48,985,457	*	$668,543	$313,108,837
2023	$154,681,984	$109,076,687	$47,028,255	*	$919,544	$311,706,470
2024	$165,109,197	$113,135,520	$47,729,098	*	$811,045	$326,784,860
Total						**$3,737,216,266**

Source: Docket Nos. 20160002-EG through 20250002-EG, Schedules CT-2 from the IOUs' May testimonies.
*Effective January 1, 2022, FPL and Gulf Power Company (Gulf) operationally merged.

Figure 4 shows the data featured in Table 11 in a line graph.[42]

Figure 4
DSM Expenditures Recovered by Electric IOUs (2015-2024)



Source: Docket Nos. 20160002-EG through 20250002-EG, Schedules CT-2 from the IOUs' May testimony.

During the annual ECCR clause proceedings, the Commission approves the ECCR factors, by customer class, which each utility will apply to the energy and demand portions of customer bills. These factors are set using each IOU's estimated conservation costs for the next year and reconciliation for any actual conservation cost over- or under-recovery amounts associated with the current and prior years.

In November 2025, the Commission set the ECCR factors for the period January through December 2026. Table 12 illustrates the approved ECCR factors and the monthly bill impact for a residential customer. For illustrative purposes, these factors are applied to a monthly residential bill based on 1,000 kilowatt-hours (kWh) per month energy usage.

[42]Because Figure 4 incorporates the dollar amounts for DSM expenditures between the largest (FPL) and smallest (FPUC) investor-owned electric utilities, the scale for the Y-axis (dollars) must accommodate very small and very large data points. As such, the data points in the line graph for FPUC appears as near zero values, although the actual values range between $640,000 and $920,000.

Table 12
Residential Energy Conservation Cost Recovery Factors (2026)

Utility*	ECCR Factor (Cents per kWh)	Monthly Bill Impact (Based on usage of 1,000 kWh per month)
FPL	0.148	$1.48
DEF	0.386	$3.86
TECO	0.270	$2.70
FPUC	0.321	$3.21

Source: Order No. PSC-2025-0435-FOF-EG, Docket No. 20250002-EG.
*While JEA and OUC fall under the FEECA Statute, the Commission does not regulate electric rates for municipal utilities.

4.2 Natural Gas Cost Recovery

Commission Rule 25-17.015, F.A.C., establishes a mechanism for recovery of reasonable costs attributed to natural gas conservation programs. While Peoples Gas System (PGS) is the only natural gas utility subject to FEECA, the other LDCs [Florida City Gas (FCG), Florida Public Utilities Company (FPUC), St. Joe Natural Gas Company (SJNG), and Sebring Gas System (SGS)] covered in this section offer Commission-approved DSM programs without a specific therm savings goal. As it does for the electric IOUs, the Commission also conducts financial audits of the LDCs' conservation expenditures on a yearly basis and adjusts the LDCs' cost recovery factors to allow for recovery of actual and projected program-related costs. Table 13 shows the amounts each LDC recovered in natural gas conservation program expenditures from 2015-2024.

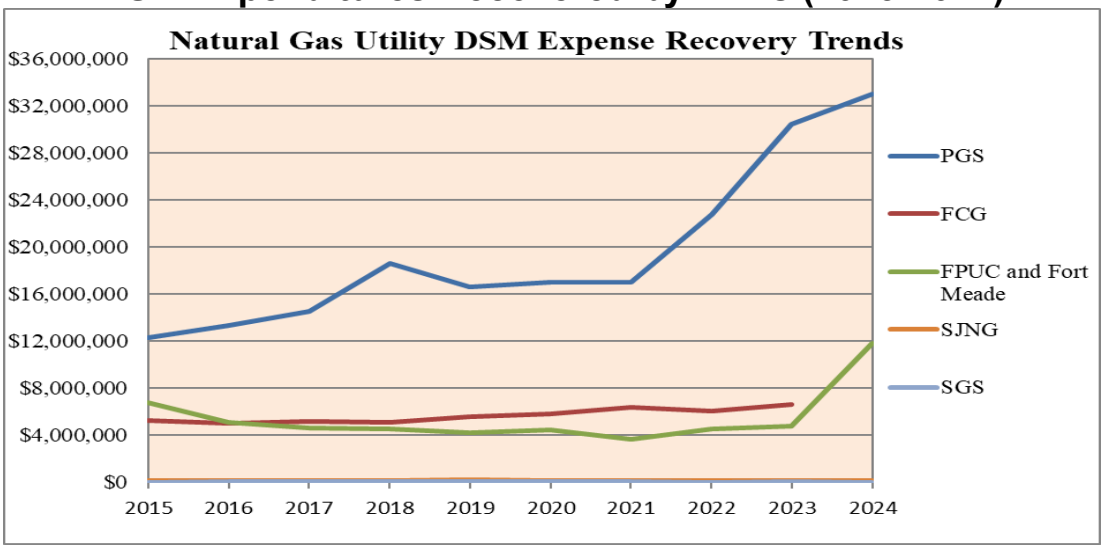
Table 13
DSM Expenditures Recovered by LDCs (2015-2024)

	PGS	FCG	FPUC Consolidated Companies	SJNG	SGS	Total
2015	$12,335,245	$5,240,383	$6,768,175	$123,400	$33,563	$24,500,766
2016	$13,345,716	$5,037,863	$5,098,245	$156,250	$36,801	$23,674,875
2017	$14,543,555	$5,149,573	$4,617,501	$144,900	$42,237	$24,497,766
2018	$18,605,532	$5,067,917	$4,562,021	$190,625	$47,126	$28,473,221
2019	$16,619,336	$5,564,237	$4,252,769	$231,600	$46,184	$26,714,126
2020	$17,031,280	$5,824,651	$4,447,010	$189,625	$52,162	$27,544,728
2021	$16,999,771	$6,421,893	$3,653,829	$179,450	$40,411	$27,295,354
2022	$22,801,408	$6,070,844	$4,573,742	$173,225	$30,841	$33,650,060
2023	$30,425,021	$6,649,986	$4,796,193	$181,225	$45,846	$42,098,271
2024	$33,000,351	*	$11,821,867	$143,000	$33,664	$44,998,882
Total						**$303,448,049**

Source: Docket Nos. 20160004-EG through 20250004-EG, Schedules CT-2 from the LDCs' May testimony.
*Effective January 1, 2024, the costs for FPUC and FCG were consolidated.

Figure 5 shows the data featured in Table 13 in a line graph.[43]

Figure 5
DSM Expenditures Recovered by LDCs (2015-2024)



Source: Docket Nos. 20150004-EG through 20250004-EG, Schedules CT-2 from the LDCs' May testimony.
*Note that since 2014, DSM expenditures for CUC and IGC were consolidated with FPUC-Fort Meade, and reported as FPUC Consolidated Companies.

In November 2025, the Commission set the natural gas LDC conservation cost recovery factors for the 2026 billing cycle. Table 14 provides the LDCs' residential cost recovery factors for 2026 and the impact on a residential customer bill using 20 therms of natural gas per month.

Table 14
Residential Natural Gas Conservation Cost Recovery Factors (2026)

Utility	Cost Recovery Factor (Cents per Therm)	Monthly Bill Impact (Based on usage of 20 Therms per month)
PGS	8.184	$1.64
FPUC	26.994	$5.40
FCG	27.092	$5.42
SJNG	19.986	$4.00
SGS	15.845	$3.17

Source: Order No. PSC-2025-0440-FOF-GU, Docket No. 20250004-GU.

[43]Because Figure 5 incorporates the dollar amounts for DSM expenditures between the largest (PGS) and smallest (SGS) investor-owned natural gas utilities, the scale for the Y-axis (dollars) must accommodate very small and very large data points. As such, the data points in the line graph for SGS and SJNG appear as near zero values, although the actual values range between $30,000 and $58,000 for SGS and $123,000 and $231,000 for SJNG. The upward-sloping trend line shown for PGS since 2021 was due to incentive payments primarily attributable to new construction activity in its service territory.

Section 5. Educating Florida's Consumers on Conservation

5.1 Commission Consumer Education Outreach

While the Commission has statutory authority to require conservation efforts by regulated utilities, as part of the agency's outreach program, the Commission complements utility efforts with its own conservation-related activities. To effectively reach as many consumers as possible, the Commission's consumer education program uses a variety of platforms to share conservation information, including the Commission website, public events, brochures, press releases and articles, E-Newsletters, YouTube, LinkedIn, and X. Most of the data in this section covers October 2024 through August 2025.

Conservation information is also available through other governmental and utility websites. Section 5.2 lists related websites for state and federal agencies, investor-owned electric utilities, and local gas distribution companies to further assist consumers.

National Consumer Protection Week

National Consumer Protection Week (NCPW), March 2-8, 2025, highlights consumer protection and education. T

For NCPW 2025, the Commission presented information in Hillsborough, Pinellas, and Leon Counties, showing consumers how to save money through conservation and avoid utility-related scams. A virtual event was also held with a senior organization in Broward County. For more than a decade, the FPSC has joined government agencies, advocacy organizations, and private sector groups nationwide to highlight NCPW.

Older Americans Month

Each May, the Commission participates in Older Americans Month, a national initiative honoring older Americans' contributions to families, communities, and society. The 2025 theme was *"Flip the Script on Aging."* The FPSC partnered with community centers in Holmes, Washington, Madison, Volusia, and Duval Counties to meet with older Florida residents in person and discuss Commission resources. A virtual meeting was also held with a senior organization in Monroe County.

Library Outreach Campaign

Each August, the Commission provides educational packets, including FPSC conservation materials, to Florida public libraries across the state for consumer distribution. In 2025, the Commission's Library Outreach Campaign reached 570 state public libraries and branches. Following the campaign, many libraries request FPSC brochures throughout the year.

Energy Awareness Month

Each October, the U.S. Department of Energy sponsors National Energy Awareness Month to promote smart energy choices and highlight economic and job growth, environmental protection, and increased energy independence. In 2024, the FPSC shared weekly conservation tips on X (@floridapsc) during the month, including its Conservation House, Conserve Your World and related outreach information with energy saving tips for consumers.

Community Events

The FPSC is active in communities around the state, presenting energy conservation information to students, older adults, and low-income residents at local centers. The Commission also provides conservation resources with county and city businesses at meetings and other events. Through ongoing partnerships with governmental entities, consumer groups, and many other service organizations, the Commission regularly distributes energy and water conservation materials.

The FPSC also seeks new opportunities to share conservation information. At least one virtual and two public events are scheduled monthly.

In-person events (Oct. 2024-Aug.20025) included:

- Bradfordville Community Center Lunch and Learn
- The Rock Transformation Center
- The Friends of AARP
- Jacksonville Senior Expo, November 2024 and May 2025
- Wakulla Information Fair
- Ft. Braden Community Center
- Woodville Community Center
- North County Senior Center
- Mid County Senior Center
- West County Senior Center
- L. Claudia Senior Center
- Renaissance Senior Center at South Econ Park
- Brandon Senior Center
- Lutz Senior Center
- Town N' Country Senior Center
- The Sunshine Center
- Miccosukee Community Center
- Advent Christian Village
- Enoch Davis Center
- Crystal Lakes Manor Clubhouse
- Senior Citizens Council of Madison County, Inc.
- Holmes County Council on Aging Senior Expo
- Ormond Beach Senior Center
- Daytona Beach Center, John H. Dickerson Center Campus
- The Deltona Center
- Ft. Braden Community Center
- Bay County Council on Aging
- Wakulla Senior Citizens Council, Inc.
- Disability and Adaptive Recreation Expo
- Florida Kids and Family Expo
- North Brevard Senior Center

- Martin Andersen Senior Center
- Jacksonville Senior Expo
- Marion Café
- Marion Oaks
- Mid-Florida Community Services, Inc.
- Southside Umatilla Community Center
- Mid-Florida Community Services, Inc. at South Lake Presbyterian Church
- James L. Wyche Senior Center
- Florida Kids and Family Expo

Virtual meetings (Oct. 2024-Aug. 2025) included:

- Osceola County State Housing Initiatives Partnership Program
- Wakulla County Housing Authority
- Suwannee River Economic Council, Inc.
- Florida Impact, Inc.
- Broward County State Housing Initiative Partnership Program
- Monroe County Social Services
- City of Jacksonville Parks, Recreation and Community Services

Service Hearings and Customer Meetings

As an ongoing outreach initiative, the Commission supplies conservation brochures to customers at FPSC service hearings and customer meetings across the state. In 2025, several in-person service hearings were held for customers of two investor-owned electric utilities—including Florida's largest IOU—as well as a large natural gas IOU and a wastewater certification case. For the convenience of utility customers, the FPSC also offers virtual service hearings and customer meetings. In addition to FPSC conservation information, both virtual and in-person participating customers receive a Rate Case Overview that explains the utility's rate change request and includes FPSC website links to consumer information.

Website Outreach Resources

The FPSC website offers a wide assortment of free brochures, publications, and other resources to help consumers save energy. Conservation brochures may be viewed and printed directly from the website, FloridaPSC.com/publications, ordered online, or requested by mail or phone.

During the reporting period, the Commission received over 52,000 publication requests, and its Consumer Assistance pages were viewed more than 87,450 times (Google Analytics.

Newsletters

The Commission's quarterly Consumer Connection Newsletter (CCN) features current energy and water conservation topics, consumer tips, and general Commission information. Conservation-related information highlighted through video and text during the reporting period included: *PSC Kids Deliver Powerful Message on Conservation, Chairman Mike La Rosa Delivers Keynote Address at PURC, America's Power Interviews Commissioner Art Graham*, and *You Have a Voice in Your Utility Rates*. The CCN is available under Consumer Assistance

on the Commission's homepage and distributed to consumers via social media or by subscribing to the free newsletter online.

Media Outreach

News releases on major Commission decisions, meetings, and public events are posted to the website and distributed via email and X. The FPSC also issued news releases and posts videos on social media, urging energy and water conservation during annual outreach programs such as Energy Awareness Month and NCPW. Water conservation was highlighted in March with a release on Fix a Leak Week, sponsored by the Environmental Protection Agency, and in May for National Drinking Water Week, sponsored by the American Water Works Association. FPSC articles on conservation are also featured in *Aging Outlook*, the biannual digital newspaper from the Florida Department of Elder Affairs.

Youth Education

The FPSC supports conservation awareness among young consumers through its student guide Get Wise and Conserve Florida! The guide combines games and puzzles with lessons on energy and water efficiency. During the reporting period, the resource guide took center stage at the 10th Annual Florida Kids and Family Expo in Orlando, with more than 10,000 attending and visiting the FPSC's booth. The booklet is also promoted to all public libraries through the Library Outreach Campaign and is provided at all Commission outreach events, where it continues to be a favorite.

For Take Your Child to Work Day in April, FPSC activities focused on energy conservation, water protection, and sustainability. Children demonstrated their newly learned conservation strategies in a public service announcement poster, which was shared on social media and in the Consumer Connection Newsletter.

5.2 Related Websites

State Agencies and Organizations

Florida Public Service Commission – http://www.floridapsc.com/
Florida Department of Environmental Protection – https://floridadep.gov/
The Office of Energy – https://www.fdacs.gov/Divisions-Offices/Energy
Florida Solar Energy Center – https://energyresearch.ucf.edu/
Florida Weatherization Assistance – https://www.benefits.gov/benefit/1847
Florida's Local Weatherization Agencies List - https://floridajobs.org/community-planning-and-development/community-services/weatherization-assistance-program

U.S. Agencies and National Organizations

U.S. ENERGY STAR Program – https://www.energystar.gov/
U.S. Department of Energy – Energy Efficiency and Renewable Energy Information http://www.eere.energy.gov/
National Energy Foundation – https://nef1.org/

Florida's Utilities Subject to FEECA

Florida Power & Light Company – http://www.fpl.com/
Duke Energy Florida, LLC – http://www.duke-energy.com/
Tampa Electric Company – http://www.tampaelectric.com/
Florida Public Utilities Company – http://www.fpuc.com/
JEA – http://www.jea.com/
Orlando Utilities Commission – http://www.ouc.com/
Peoples Gas System – http://www.peoplesgas.com/

Florida's Investor-Owned Natural Gas Utilities

Florida City Gas – http://www.floridacitygas.com/
Florida Division of Chesapeake Utilities – http://www.chpk.com/companies/chesapeake-utilities/
Florida Public Utilities Company – http://www.fpuc.com/
Florida Public Utilities Company – Ft. Meade Div. – http://www.fpuc.com/
Florida Public Utilities Company – Indiantown Div. – http://www.fpuc.com/
Peoples Gas System – http://www.peoplesgas.com/
Sebring Gas System – http://www.sebringgas.com/
St. Joe Natural Gas Company – http://www.stjoenaturalgas.com/

Appendix A. 2024 FEECA Utility Conservation Programs

Electric IOUs

Florida Power & Light Company	
Residential Programs	Residential Home Energy Survey Residential Load Management (On Call®) Residential Air Conditioning Residential New Construction (BuildSmart®) Residential Ceiling Insulation Residential Low-Income Weatherization
Commercial/Industrial Programs	Business Energy Evaluation (BEE) Business On Call® Commercial/Industrial Demand Reduction (CDR) Commercial/Industrial Load Control (CILC) Business Heating, Ventilating, and Air Conditioning (HVAC) Business Lighting Business Custom Incentive (BCI) Curtailable Load
Other	Conservation Research and Development (CRD) Cogeneration & Small Power Production

Duke Energy Florida, LLC	
Residential Programs	Home Energy Check Residential Incentive Neighborhood Energy Saver Low-Income Weatherization Assistance Residential Load Management
Commercial/Industrial Programs	Business Energy Check Smart $aver Business (f/k/a Better Business) Commercial Energy Management Smart $aver Custom Incentive Interruptible Service Curtailable Service Standby Generation
Other	Technology Development Qualifying Facilities

Tampa Electric Company	
Residential Programs	Residential Energy Audits (4 Programs) Residential Ceiling Insulation Residential Duct Repair Energy Education, Awareness, and Agency Outreach ENERGY STAR for New Multi-Family ENERGY STAR for New Homes ENERGY STAR Pool Pumps ENERGY STAR Thermostats Residential Heating and Cooling Neighborhood Weatherization (Low-Income) Residential Price Responsive Load Management (Energy Planner) Residential Prime Time Plus (Residential Load Management) Residential Window Replacement
Commercial/Industrial Programs	Commercial/Industrial Energy Audits (2 Programs) Commercial Chiller Cogeneration Conservation Value Commercial Cooling Demand Response Facility Energy Management System Industrial Load Management (GSLM 2&3) Street and Outdoor Lighting Conversion Lighting Conditioned Space Lighting Non-Conditioned Space Lighting Occupancy Sensors Commercial Load Management (GSLM 1) Commercial Smart Thermostats Standby Generator Variable Frequency Drive for Compressors Commercial Water Heating
Other	Conservation Research and Development Integrated Renewable Energy System Renewable Energy

Florida Public Utilities Company	
Residential Programs	Residential Energy Survey Residential Heating and Cooling Efficiency Upgrade
Commercial/Industrial Programs	Commercial Energy Consultation Commercial Heating and Cooling Efficiency Upgrade Commercial Chiller Upgrade Commercial Reflective Roof
Other	Conservation Demonstration and Development Low-Income Energy Outreach

Electric Municipal Utilities

JEA	
Residential Programs	Residential Energy Audit Residential Solar Water Heating Neighborhood Efficiency (Low-Income) Residential Efficiency Upgrade Energy Efficient Products MyWay Prepaid Program
Commercial/Industrial Programs	Commercial Energy Audit Commercial Prescriptive Lighting Program Commercial Prescriptive Small Business Direct Install Custom Commercial

Orlando Utilities Commission	
Residential Programs	Home Energy Survey Duct Repair Rebate Ceiling Insulation Rebate High-Performance Windows Rebate Efficient Electric Heat Pump Rebate New Home Rebate Heat Pump Water Heater Rebate Efficiency Delivered (Low-Income)
Commercial/Industrial Programs	Energy Audit Efficient Electric Heat Pump Rebate Duct Repair Rebate Ceiling Insulation Rebate Cool/Reflective Roof Rebate Indoor Lighting Billed Solution Indoor Lighting Rebate Custom Incentive

Natural Gas LDC

Peoples Gas System	
Residential Programs	Residential Customer Assisted Energy Audit Residential New Construction Residential Retrofit Residential Retention
Commercial/Industrial Programs	Commercial Walk-Through Energy Audit Commercial New Construction Commercial Retrofit Commercial Retrofit Combined Heat & Power Commercial Retrofit Electric Replacement Commercial Retention
Other	Conservation Research and Development

Appendix B. 2024 FEECA Utility Conservation Program Descriptions

Electric FEECA IOUs

A. Florida Power & Light Company

Residential Programs

- **Residential Home Energy Survey**
  The Residential Home Energy Survey Program educates customers on energy efficiency and encourages implementation of recommended energy efficiency measures, even if they are not included in FPL's DSM programs. The Residential Home Energy Survey Program is also used to identify potential candidates for other FPL DSM programs. FPL offers in-home, phone-assisted, and online audits for its residential customers.

- **Residential Load Management (On Call)**
  The Residential Load Management Program allows FPL to turn off certain customer-selected appliances using FPL-installed equipment during periods of extreme demand, capacity shortages, or system emergencies.

- **Residential Air Conditioning**
  The Residential Air Conditioning Program encourages customers to install high-efficiency central air conditioning systems.

- **Residential New Construction (BuildSmart®)**
  The Residential New Construction Program encourages builders and developers to design and construct new homes that achieve BuildSmart® certification and move towards ENERGY STAR® qualifications.

- **Residential Ceiling Insulation**
  The Residential Ceiling Insulation Program encourages customers to improve their homes' thermal efficiency.

- **Residential Low-Income Weatherization**
  The Residential Low-Income Weatherization Program assists low-income customers through state Weatherization Assistance Provider (WAP) agencies and FPL-conducted Energy Retrofits.

Commercial/Industrial Programs

- **Business Energy Evaluation (BEE)**
  The Business Energy Evaluation Program educates customers on energy efficiency and encourages implementation of recommended practices and measures, even if these are not included in FPL's DSM programs. The Business Energy Evaluation is also used to identify potential candidates for other FPL DSM programs. FPL offers the Business Energy Evaluation in on-site or online formats.

- **Business On Call®**
  The Business On Call® Program allows FPL to turn off customers' direct expansion central air-conditioning units using FPL-installed equipment during periods of extreme demand, capacity shortages, or system emergencies.

- **Commercial/Industrial Demand Reduction (CDR)**
  The Commercial/Industrial Demand Reduction Program allows FPL to control customer loads of 200 kW or greater during periods of extreme demand, capacity shortages, or system emergencies. FPL installs a load management device at the customer's facility and provides monthly credits to customers. Unlike the CILC program, the CDR program is still open to new customers.

- **Commercial/Industrial Load Control (CILC)**
  The Commercial/Industrial Load Control Program allows FPL to control customer loads of 200 kW or greater during periods of extreme demand, capacity shortages, or system emergencies. The CILC Program was closed to new participants as of 2000, but is available for existing participants who entered into a CILC agreement as of March 1996.

- **Business Heating, Ventilating, and Air Conditioning (HVAC)**
  The Business HVAC Program encourages customers to install high-efficiency HVAC systems.

- **Business Lighting**
  The Business Lighting Program encourages customers to install high-efficiency lighting systems.

- **Business Custom Incentive (BCI)**
  The Business Custom Incentive Program encourages customers to install unique high-efficiency technologies not covered by other FPL DSM programs.

- **Curtailable Load**
  The Curtailable Load program provides qualifying customers capacity payments for electric load which could be curtailed during certain conditions. This program was closed for new enrollment as of January 1, 2022.

Other Programs

- **Conservation Research and Development (CRD) Project**
  This project consists of research studies designed to: identify new energy efficient technologies; evaluate and quantify their impacts on energy, demand, and customers; and where appropriate and cost-effective, incorporate an emerging technology into a DSM program.
- **Cogeneration & Small Power Production**
  The Cogeneration and Small Power Production Program facilitates the interconnection and administration of contracts for cogenerators and small power producers.

B. Duke Energy Florida, LLC

Residential Programs

- **Home Energy Check**
  The Home Energy Check is a residential energy audit program that provides residential customers with an analysis of their energy consumption and educational information on how to reduce energy usage and save money. The Home Energy Check Program is the foundation for other residential demand-side management programs and offers walkthrough, online, phone-assisted, and Home Energy Rating audits for its residential customers. Participants in the program may receive a residential Energy Efficiency Kit that contains energy-saving measures that can be easily installed and utilized by the customer.

- **Residential Incentive**
  The Residential Incentive Program provides incentives to residential customers for energy efficiency improvements in both existing and new homes. This includes incentives for measures such as duct testing, duct repair, attic insulation, replacement of windows, high-efficiency heat pump replacing resistance heat, high-efficiency heat pump replacing a heat pump, and newly constructed Energy Star homes.

- **Neighborhood Energy Saver**
  The Neighborhood Energy Saver Program installs energy conservation measures, identified through an energy assessment, in the homes of customers in selected neighborhoods where at least 50 percent of households have incomes equal to or less than 200 percent of the poverty level established by the U.S. government.

- **Low-Income Weatherization Assistance Program**
  The Low-Income Weatherization Assistance Program works with the Florida Department of Economic Opportunity and local weatherization providers to deliver energy education, efficiency measures, and incentives to weatherize the homes of income-eligible families. DEF assists by providing energy education materials and financial incentives to weatherize the homes of low-income families.

- **Residential Load Management**
  The Residential Load Management Program is a voluntary program that uses direct control of customer equipment to reduce system demand during winter and summer peak capacity periods by controlling service to select customer appliances.

Commercial/Industrial Programs

- **Business Energy Check**
  The Business Energy Check Program is a commercial energy audit program that provides commercial customers with an analysis of their energy usage and information about energy-saving practices and cost-effective measures that they can implement at their facilities.

- **Smart $aver Business (f/k/a Better Business)**
  Smart $aver Business is an umbrella efficiency program that provides incentives to existing C/I and government customers for HVAC, ceiling and roof insulation upgrades, duct leakage and repair, demand-control ventilation, and cool roof coating.

- **Commercial Energy Management**
  The Commercial Energy Management Program uses direct control of customer equipment to reduce system demand during winter and summer peak capacity periods. The Commercial Energy Management Program was closed to new participants in 2000, but is still open for existing participants.

- **Smart $aver Custom Incentive**
  The Smart $aver Custom Incentive Program is designed to encourage C/I customers to make capital investments for energy-efficiency measures which reduce peak demand and provide energy savings. This program provides incentives for projects which are cost-effective but not otherwise addressed through DEF's incentive programs.

- **Interruptible Service**
  Interruptible Service is a direct load control program that allows DEF to reduce system demand by interrupting electrical service during times of capacity shortage during peak or emergency conditions. In return, customers receive a monthly bill credit.

- **Curtailable Service**
  Curtailable Service is an indirect load control program that reduces system demand through customer contracts to curtail all or a portion of their electricity demand at times of capacity shortage during peak or emergency conditions. In contrast to the Interruptible Service Program, the customer is able to control whether their appliances are turned off during times of stress on the grid. In return, customers receive a monthly bill credit.

- **Standby Generation**
  The Standby Generation Program is a demand control program that allows DEF to reduce system demand by dispatching the customer's standby generator. This is a voluntary program available to C/I customers who have on-site generation capability and are willing to reduce demand on DEF's system when requested for system reliability purposes.

Other Programs

- **Technology Development**
  The Technology Development Program allows DEF to investigate technologies that support the development of new demand response and energy-efficiency programs. DEF is investigating hardware and software to manage residential loads, the value of long-duration customer-side energy storage systems, precision temperature measurement and analysis, solar resources, and data and patterns related to charging electric vehicles.

- **Qualifying Facilities Program**
  This program develops standard offer contracts, negotiates, enters into, amends and restructures nonfirm energy, and firm energy and capacity contracts entered into with qualifying cogeneration, small power producers, and renewable facilities.

C. Tampa Electric Company

Residential Programs

- **Residential Energy Audit Programs**
  Tampa Electric offers four Residential Energy Audits Programs, including walk-through free energy audits, customer assisted energy audits, and also computer assisted audits.

- **Residential Ceiling Insulation**
  The Residential Ceiling Insulation Program offers rebates to existing residential customers to install additional ceiling insulation in existing homes.

- **Residential Duct Repair**
  The Residential Duct Repair Program encourages residential customers to repair leaky duct work of central air conditioning systems in existing homes.

- **Energy Education, Awareness, and Agency Outreach**
  The Energy Education, Awareness, and Agency Outreach Program engages and educates groups of customers and students on energy efficiency in an organized setting. Also, participants receive an energy savings kit with energy saving devices and information.

- **ENERGY STAR for New Multi-Family Residences**
  The ENERGY STAR for Multi-Family Residences Program utilizes a rebate to encourage construction of new multi-family residences that meet the requirements to achieve the ENERGY STAR certified apartments and condominiums label.

- **ENERGY STAR for New Homes**
  The ENERGY STAR for New Homes Program incentivizes residential home builders to build homes that qualify for the ENERGY STAR award by achieving energy efficiency levels greater than current Florida building code baseline practices.

- **ENERGY STAR Pool Pumps**
  The ENERGY STAR Pool Pumps Program offers customer rebates for installing high efficiency ENERGY STAR rated pool pumps to help reduce their energy consumption while reducing TECO's weather sensitive peak demand.

- **ENERGY STAR Thermostats**
  The ENERGY STAR Thermostats Program offers customer rebates for installing an ENERGY STAR certified smart thermostat to help reduce their energy consumption while reducing TECO's weather sensitive peak demand.

- **Residential Heating and Cooling**
  The Residential Heating and Cooling Program offers rebates to residential customers for installing high-efficiency heating and cooling equipment in existing homes.

- **Neighborhood Weatherization (Low-Income)**
  The Neighborhood Weatherization Program provides for the installation of energy efficient measures for qualified low-income customers.

- **Residential Price Responsive Load Management (Energy Planner)**
  The Residential Price Responsive Load Management (Energy Planner) Program reduces weather-sensitive loads through an innovative price responsive rate. The price responsive rate encourages residential customers to make behavioral or equipment usage changes by pre-programming HVAC, water heating, and pool pumps.

- **Residential Prime Time Plus (Residential Load Management)**
  The Residential Prime Time Plus (Residential Load Management) is a residential load management program designed to alter the Utility's system load curve by reducing summer and winter demand peaks. Customers participating in Prime Time Plus will receive monthly incentive credits on their electric bill. This program is an enhancement of a retired program with a similar name (Residential Prime Time).

- **Residential Window Replacement**
  The Residential Window Replacement Program offers rebates to existing residential customers to install window upgrades in existing homes.

Commercial Programs

- **Commercial/Industrial Energy Audit Programs**
  Tampa Electric offers two C/I Energy Audits Programs, one free, and the other a more comprehensive audit that a customer pays for.

- **Commercial Chiller**
  The Commercial Chiller Program offers rebates to C/I customers for installing high efficiency chiller equipment.

- **Cogeneration**
  The Cogeneration Program incentivizes large industrial customers with waste heat or fuel resources to use their onsite energy to avoid fuel waste and install electric generating equipment. The large industrial customers may sell their surplus electric generation to TECO.

- **Conservation Value**
  The Conservation Value Program offers rebates to C/I customers to invest in energy conservation measures that are not in other C/I programs.

- **Commercial Cooling**
  The Commercial Cooling Program encourages C/I customers to install high efficiency direct expansion commercial air conditioning cooling equipment.

- **Demand Response**
  The Demand Response Program incentivizes C/I customers to reduce electricity demand at certain peak times.

- **Facility Energy Management System**
  The Facility Energy Management System Program offers customer rebates for installing a facility energy management system that provides real time operational, production and energy consumption information which enables the customer to reduce their energy consumption and demand and reducing TECO's peak demand.

- **Industrial Load Management (GSLM 2&3)**
  The Industrial Load Management Program incentivizes large industrial customers to allow TECO to interrupt part or all of their electrical service during periods of peak grid stress.

- **Street and Outdoor Lighting Conversion**
  The Street and Outdoor Lighting Conversion Program is designed to encourage the conversion from Non-Light Emitting Diode ("LED") street and outdoor lighting luminaires to eligible LED luminaires in a five-year program. The goal of this program is to install energy efficient LED street and outdoor lighting technology to reduce the energy consumption and demand and reducing TECO's peak demand.

- **Lighting Conditioned Space**
  The Lighting Conditioned Space Program encourages C/I customers to invest in more efficient lighting technologies in existing conditioned areas of C/I facilities.

- **Lighting Non-Conditioned Space**
  The Lighting Non-Conditioned Space Program encourages C/I customers to invest in more efficient lighting technologies in existing non-conditioned areas of C/I facilities.

- **Lighting Occupancy Sensors**
  The Lighting Occupancy Sensors Program encourages C/I customers to install occupancy sensors to control C/I lighting systems.

- **Commercial Load Management (GSLM 1)**
  The Commercial Load Management Program incentivizes C/I customers to allow TECO to control weather-sensitive heating, cooling, and water heating systems to reduce the associated weather-sensitive peak demand.

- **Commercial Smart Thermostats**
  The Commercial Smart Thermostats Program offers customer rebates for installing smart thermostats to help reduce their demand while reducing TECO's weather sensitive peak demand.

- **Standby Generator**
  The Standby Generator Program incentivizes C/I customers to use available emergency electrical generation capacity to reduce weather-sensitive peak demand on the grid.

- **Variable Frequency Drive for Compressors**
  The Variable Frequency Drive for Compressors Program offers customer rebates for installing variable frequency drives to their new or existing refrigerant or air compressor motors to help reduce their demand while reducing TECO's weather sensitive peak demand.

- **Commercial Water Heating**
  The Commercial Water Heating Program encourages C/I customers to install high efficiency water heating systems.

Other Programs

- **Conservation Research and Development**
  The Conservation Research and Development Program allows TECO to explore DSM measures that have insufficient data on cost-effectiveness and the impact on TECO's ratepayers.

- **Integrated Renewable Energy System (Pilot Program)**
  The commercial/industrial Integrated Renewable Energy System is a five-year pilot program to study the capabilities and DSM opportunities of a fully integrated renewable energy system. The integrated renewable energy system will also be used as an education platform for commercial and industrial customers.

- **Renewable Energy**
  The Renewable Energy (Sun to Go) Program delivers renewable energy options to TECO's customers through program administration, renewable electricity generation, evaluation of potential new renewable sources, and market research.

D. Florida Public Utilities Company

Residential Programs

- **Residential Energy Survey**
  In the Residential Energy Survey Program, FPUC offers in-home and online audits which provides the customer with specific whole-house energy efficiency recommendations, a list of blower-door test contractors who can check for duct leakage, and a conservation kit.

- **Residential Heating and Cooling Efficiency Upgrade**
  The Residential Heating and Cooling Upgrade Program incentivizes customers operating inefficient heat pumps and air conditioners to replace them with more efficient units.

Commercial Programs

- **Commercial Energy Consultation**
  In the Commercial Energy Consultation Program, FPUC energy conservation representatives conduct commercial site visits to assess the potential for applicable DSM programs, educate customers about FPUC's commercial DSM programs, conduct a bill review, offer energy savings suggestions, and inform customers about commercial online resources and tools.

- **Commercial Heating and Cooling Efficiency Upgrade**
  The Commercial Heating and Cooling Upgrade Program provides rebates to small commercial customers (customers with a maximum of 5-ton units) if the customers install a high-efficiency central air conditioner or heat pump with a minimum 15 SEER.

- **Commercial Reflective Roof**
  The Commercial Reflective Roof Program provides rebates to non-residential customers and contractors who convert or install a new cool roof on existing facilities or on new building construction. The roofing material must be Energy Star Certified.

- **Commercial Chiller Upgrade**
  The Commercial Chiller Upgrade Program offers commercial customers who replace existing chillers with a more efficient system, an incentive of up to $100 per kW of additional savings above the minimum efficiency levels.

Other Programs

- **Conservation Demonstration and Development**
  The Conservation Demonstration and Development Program researches energy efficiency and conservation projects to identify, develop, demonstrate, and evaluate promising end-use energy efficient technologies across a wide variety of applications. In 2019, FPUC installed two battery storage systems to improve customer electric system reliability and resiliency, and has extended this study with completion expected in 2021.

- **Low-Income Energy Outreach**
  The Low-Income Energy Outreach Program partners with Department of Economic Opportunity approved Low-Income Weatherization Program operators to offer Residential Energy Surveys, host energy conservation events, and distribute conservation materials.

Electric FEECA Municipal Utilities

A. JEA

Residential Programs

- **Residential Energy Audit**
  In the Residential Energy Audit Program, utility auditors examine homes, educate customers, and makes recommendations on low-cost or no-cost energy-saving practices and measures.

- **Residential Solar Water Heating**
  The Residential Solar Water Heating Program pays a financial incentive to customers to encourage the use of solar water heating technology.

- **Neighborhood Efficiency (Low-Income)**
  The Neighborhood Efficiency Program offers education on the efficient use of energy and water as well as the direct installation of an array of energy and water efficiency measures at no cost to income qualified customers.

- **Residential Efficiency Upgrade**
  The Residential Efficiency Upgrade Program provides incentives to encourage the use of high efficiency HVAC and water heating. This program has not been approved by the Commission and is not part of JEA's FEECA goalsetting process. Nevertheless, JEA maintains that this program creates demand and energy savings.

- **Energy Efficient Products**
  The Energy Efficient Products Program provides incentives to encourage the use of high efficiency lighting and efficient appliances. This program has not been approved by the Commission and is not part of JEA's FEECA goalsetting process. Nevertheless, JEA maintains that this program creates demand and energy savings.

- **MyWay Prepaid Program**
  The MyWay Prepaid Program offers an option for all customers, especially those who prefer to prepay for services versus being billed monthly. It is consumer-focused experience for environmentally conscious consumers who like to keep their consumption in mind. This program has not been approved by the Commission and is not part of JEA's FEECA goalsetting process. Nevertheless, JEA maintains that this program creates demand and energy savings.

Commercial Programs

- **Commercial Energy Audit**
  In the Commercial Energy Audit Program, JEA examines businesses, educates customers, and makes recommendations on low-cost or no-cost energy-saving practices.

- **Commercial Prescriptive Lighting Program**
  Commercial Prescriptive Lighting Program pays a financial incentive to customers to encourage the use of high efficiency lighting technology.

- **Commercial Prescriptive**
  The Commercial Prescriptive Program provides incentives to encourage the use of high efficiency HVAC, lighting, cooking, and water heating products. This program has not been approved by the Commission and is not part of JEA's FEECA goalsetting process. Nevertheless, JEA maintains that this program creates demand and energy savings.

- **Small Business Direct Install**
  The Small Business Direct Install Program promotes the use of high efficiency HVAC, lighting, water heating, and appliances in the small business sector. This program has not been approved by the Commission and is not part of JEA's FEECA goalsetting process. Nevertheless, JEA maintains that this program creates demand and energy savings.

- **Custom Commercial**
  The Custom Commercial Program promotes the use of custom efficiency measures based on specific applications for each customer. This program has not been approved by the Commission and is not part of JEA's FEECA goalsetting process. Nevertheless, JEA maintains that this program creates demand and energy savings.

B. Orlando Utilities Commission

Residential Programs

- **Home Energy Survey**
  The home energy walk-through surveys were designed to provide residential customers with recommended energy efficiency measures and practices customers can implement, and to encourage participation in various OUC rebate programs. OUC provides participating customers specific tips on conservation and details on customer rebate programs.

- **Duct Repair Rebate**
  This rebate program is designed to encourage residential customers to repair leaking ducts on existing systems. Qualifying customers must have an existing central air conditioning system, within certain limits and ducts must be sealed with mastic and fabric tape or any other Underwriters Laboratory (UL) approved duct tape.

- **Ceiling Insulation Rebate**
  The Ceiling Insulation Rebate Program is offered to residential customers to encourage the upgrade of attic insulation.

- **High-Performance Windows Rebate**
  The High Performance Windows Rebate Program encourages customers to improve energy efficiency in their homes by purchasing ENERGY STAR® rated energy efficient windows.

- **Efficient Electric Heat Pump Rebate**
  The Efficient Electric Heat Pump Rebate Program provides rebates to customers in existing homes who install heat pumps having a seasonal energy efficiency ratio (SEER) of 15.0 or higher.

- **New Home Rebate**
  The New Home Rebate Program offers rebates for cool/reflective roofs, block wall insulation, ceiling insulation upgrades to R-38, heat pumps, ENERGY STAR washing machines, ENERGY STAR heat pump water heaters, and solar water heaters.

- **Heat Pump Water Heater Rebate**
  The program provides rebates for the heat pumps commonly known as hybrid electric heat pump water heaters for qualifying installations

- **Efficiency Delivered (Low-Income)**
  The Efficiency Delivered Program is income based and provides up to $2,500 of energy and water efficiency upgrades based on the needs of the residential customer's home. An OUC Conservation Specialist visits the home, performs a home survey, and recommends which home improvements have the most potential of lowering utility bills.

Commercial Programs

- **Energy Audit**
  The Energy Audit Program includes a free survey consisting of a physical walk-through inspection of the commercial facility performed by experienced energy experts. The customer receives a written report detailing cost-effective recommendations to make the facility more energy and water efficient.

- **Efficient Electric Heat Pump Rebate**
  The Efficient Electric Heat Pump Rebate Program provides rebates to qualifying customers in existing buildings who install heat pumps having a seasonal energy efficiency ratio (SEER) of 15.0 or higher.

- **Duct Repair Rebate**
  This program for commercial customers provides a rebate to repair leaking ducts on existing systems. Qualifying customers must have an existing central air conditioning system of

within certain limits and ducts must be sealed with mastic and fabric tape or any other UL approved duct tape.

- **Ceiling Insulation Rebate**
  The Ceiling Insulation Rebate Program for commercial customers aims to increase building resistance to heat loss and gain. Participating commercial customers receive a rebate for upgrading their attic insulation up to R-30.

- **Cool/Reflective Roof Rebate**
  The Cool/Reflective Roof Rebate Program for commercial customers aims to lower roof surface temperature while increasing the lifespan of the roof. OUC provides rebates for ENERGY STAR cool/reflective roofing that has an initial solar reflectance greater than or equal to 0.70.

- **Indoor Lighting Billed Solution Program**
  The Indoor Lighting Billed Solution Program assists commercial customers with investments in new lighting technologies. The program is a cash-flow neutral billed solution where the savings pay for the project's cost over the pay-back period or term.

- **Indoor Lighting Rebates Program**
  The Indoor Lighting Rebates Program offers commercial customers that upgrade the efficiency of their indoor lighting a rebate if they meet certain requirements. Participation is open to facilities located within OUC's service area that receive electric service under an OUC commercial rate.

- **Custom Incentive Program**
  Through the Custom Incentive Program, commercial customers receive incentives based on the reduction in peak demand their projects achieve plus the first-year energy savings.

Natural Gas FEECA Utility

A. Peoples Gas System

Residential Programs

- **Residential Customer Assisted Energy Audit**
  The Residential Customer Assisted Audit is designed to save energy by increasing residential customer awareness of natural gas use in personal residences. Recommendations provided to the customer include an estimated range of energy savings including insightful advice on how to manage their overall energy usage. This audit is only available in an online format.

- **Residential New Construction**
  The Residential New Construction Program is designed to save energy for new homeowners by offering incentives to builders and developers who construct new single family and multi-family homes with the installation of energy efficient natural gas appliances.

- **Residential Retrofit**
  The Residential Retrofit Program offers rebates to encourage customers to make cost-effective improvements in existing residences by replacing existing electric appliances with energy efficient natural gas appliances.

- **Residential Retention**
  The Residential Retention Program offers rebates to encourage new and current natural gas customers to make cost-effective improvements in existing residences by replacing existing natural gas appliances with energy efficient natural gas appliances.

Commercial/Industrial Programs

- **Commercial Walk-Through Energy Audit**
  This program is designed to reduce demand and energy consumption of C/I facilities by increasing customer awareness of the energy use in their facilities.

- **Commercial New Construction**
  The Commercial New Construction Program is designed to save energy for new commercial facility owners by offering incentives to commercial customers for the installation of natural gas appliances.

- **Commercial Retrofit**
  The Commercial Retrofit Program is designed to encourage commercial customers to make cost-effective improvements in existing facilities by replacing electric appliances with energy efficient natural gas appliances.

- **Commercial Retrofit Combined Heat and Power (CHP)**
  The Retrofit CHP Program is designed to encourage commercial customers to make cost-effective improvements in existing facilities by the installation of an energy efficient on-site natural gas-fired combined heat and power system for the simultaneous production of mechanical and thermal energy.

- **Commercial Electric Replacement**
  The Commercial Electric Replacement Program is designed to encourage commercial customers to make cost-effective improvements in existing facilities by replacing electric resistance appliances with energy efficient natural gas appliances.

- **Commercial Retention**
  The Commercial Retention Program is designed to encourage current natural gas commercial customers to make cost-effective improvements in existing residences by replacing existing natural gas appliances with energy efficient natural gas appliances.

Other Programs

- **Conservation Research and Development (R&D)**
  The Conservation R&D Program is designed to encourage Peoples Gas System and other natural gas LDCs to pursue opportunities for individual and joint research, including testing of technologies to develop new energy conservation programs.