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June 24, 2010

VIA ELECTRONIC FILING
AND HAND DELIVERY

Ms. Ann Cole, Director
Office of Commission Clerk
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Orlando Utilities Commission's Answers to Staff's Second Data
Request
Docket No. 100161-EG

Dear Ms. Cole:

Enclosed please find an original and seven copies of Orlando Utilities
Commission's Notice of Service and Responses to Staff's Second Data Request,
propounded and served on June 4, 2010.

Thank you for your assistance in connection with this matter. <

Sincerely yours,

W. Christopher Browder
Vice President & General Counsel

| | | |
|------------|----------|------------|
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ORLANDO UTILITIES COMMISSION Office of General Counsel

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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

**In re: Petition for Approval of)
Demand-Side Management Plan)
(Orlando Utilities Commission)**

**Docket No. 100161-EG
Filed: June 24, 2010**

**ORLANDO UTILITIES COMMISSION'S NOTICE OF SERVICE OF RESPONSES
TO STAFF'S SECOND DATA REQUEST**

Orlando Utilities Commission has this 24th day of June, 2010 furnished by electronic and U.S. Mail to Katherine E. Fleming, Senior Attorney, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, Florida 32399-0850, its Answers to Staff's Second Data Request propounded and served on Orlando Utilities Commission on June 4, 2010.

Respectfully submitted,



W. CHRISTOPHER BROWDER
Office of General Counsel
Orlando Utilities Commission
100 W. Anderson Street
Orlando, FL 32802
(407) 236-9698

DOCUMENT NUMBER DATE

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FPSC-COMMISSION CLERK

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been provided by U.S. Mail or E-mail, this 24th day of June, 2010 to the following persons:

| | |
|---|--|
| Katherine Fleming, Esq. Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0850 keflem@psc.state.fl.us | George Cavros, Esq. 120 E. Oakland Park Blvd., Ste. 105 Oakland Park, FL 33334 george@cavros-law.com |
| Roy C. Young, Esq. Tasha O. Buford, Esq. Young vanAssenderp, P.A. 225 South Adams Street, Suite 200 Tallahassee, FL 32301 ryoung@yvlaw.net | Southern Alliance for Clean Energy P.O. Box 1842 Knoxville, TN 37901 |

By: 
W. CHRISTOPHER BROWDER

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

**In re: Petition for Approval of)
Demand-Side Management Plan)
(Orlando Utilities Commission)**

**Docket No. 100161-EG
Filed: June 24, 2010**

**ORLANDO UTILITIES COMMISSION RESPONSES TO STAFF'S
SECOND DATA REQUEST**

The Orlando Utilities Commission (OUC), by and through its undersigned counsel,
provides the following responses to Staff's Second Data Request.

REQUESTS

- 1. For all existing programs, please provide the historic penetration (participation) levels.**

OUC RESPONSE

Please refer to Table 1 for 10 years of historical program participation levels.

Table 1
Program Participation
Annual Conservation Reports Filing Dates (representing prior years data)

| Residential DSM Program | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|--------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Home Energy Survey Walk Through | 1,905 | 1,824 | 1,750 | 1,267 | 1,128 | 1,497 | 1,788 | 1,638 | 1,770 | 2,013 |
| Home Energy Survey Video and DVDs | 859 | 810 | 1,335 | 1,779 | 1,444 | 1,782 | 1,420 | 2,999 | 1,164 | 1,816 |
| Home Energy Survey On-line | NA | NA | NA | 1,012 | 891 | 1,495 | 1,382 | 1,502 | 1,587 | 1,320 |
| MF Home Energy Survey Walk Through | (1) | (1) | (1) | (1) | (1) | (1) | (1) | (1) | (1) | (1) |
| MF Home Energy Survey Video and DVDs | (1) | (1) | (1) | (1) | (1) | (1) | (1) | (1) | (1) | 863 |
| MF Home Energy Survey On-line | (1) | (1) | (1) | (1) | (1) | (1) | (1) | (1) | (1) | 778 |
| Ceiling Insulation Upgrade | | | | | | | | | | |
| Weatherization Rebates | 297 | 297 | 338 | 347 | 158 | 153 | 204 | 194 | 212 | 566 |
| Caulk/Weather Stripping | 258 | 258 | 258 | 481 | 81 | 77 | 128 | 136 | 234 | 225 |
| Window Film/Solar Screen | (2) | (2) | (2) | (2) | (2) | (2) | (2) | (2) | (2) | (2) |
| Low Income Fix Up | (2) | (2) | (2) | (2) | (2) | (2) | (2) | (2) | (2) | 34 |
| Insulation Billed Solution | 131 | 131 | 175 | 72 | 45 | 89 | 68 | 63 | 23 | 90 |
| Heat Pump | 29 | 29 | 29 | 32 | 17 | 50 | 49 | 37 | 6 | 52 |
| Duct Repair | 440 | 440 | 440 | 647 | 464 | 511 | 346 | 323 | 343 | 43 |
| Gold Ring | 191 | 191 | 220 | 508 | 93 | 85 | 70 | 109 | 82 | 685 |
| Injected Wall Foam | -- | -- | -- | 243 | 320 | 367 | 36 | 80 | 0 | 135 |
| High Performance Windows | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | 6 |
| Cool/Reflective Roof | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | 7 |
| CFL Program | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | (3) | 105 |
| Commercial DSM Program | (4) | (4) | (4) | (4) | (4) | (4) | (4) | (4) | (4) | 13 |
| Energy Audits | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
| Indoor Lighting | 203 | 203 | 203 | 85 | 86 | 83 | 159 | 110 | 182 | 248 |
| Heat Pump | NA | NA | NA | 9 | 6 | 2 | 9 | 13 | 6 | 7 |
| Duct Repair | NA | NA | NA | NA | NA | NA | NA | NA | NA | 19 |
| Window Film/Solar Screen | NA | NA | NA | NA | NA | NA | NA | NA | NA | 0 |
| Ceiling Insulation | NA | NA | NA | NA | NA | NA | NA | NA | NA | 7 |
| Cool/Reflective Roof | NA | NA | NA | NA | NA | NA | NA | NA | NA | 7 |
| Notes: | NA | NA | NA | NA | NA | NA | NA | NA | NA | 7 |

- (1) 2010 Annual Conservation Report was the first to distinguish between Energy Surveys conducted for single- and multi-family customers. For years prior to 2010, multi-family participation was included in total residential participation. For 2010, residential participation reflects single-family and MF reflects multi-family.
- (2) 2010 Annual Conservation Report was the first to separate the Weatherization program into two separate categories: Caulking and Weather stripping and Window Film/Solar Screen. For years prior to 2010, Caulking and Weather stripping and Window Film/Solar Screen participation was included in total Weatherization participation.
- (3) 2010 Annual Conservation Report was the first to add Injected Wall Foam, High Performance Windows and Cool/Reflective Roof programs.
- (4) No formal program existed prior to 2010.

- 2. The Home Energy Survey Program described on pages 2-1 through 2-12 appears to account for more energy savings than any of OUC's other DSM programs. Please explain or describe how OUC calculated that approximately 1,247,235 kWh could be saved over ten years based on actions customers take after a video, on-line, or in-home energy survey. For example, do customers self-report actions taken based on the survey? Does OUC follow-up with customer in some manner to determine what, if any, actions the customer took as a result of audit?**

OUC RESPONSE

The savings calculations are detailed in OUC's response to request No. 14 from Staff's First Data Request. The kWh savings for the various types of residential surveys (walk-through, DVD, and on-line for both single- and multi-family homes) were multiplied by the projected number of participants for each type of survey. The relatively high number of customers projected to participate in the various energy surveys (7,356/year) contributes to the relatively high total kWh savings in relation to OUC's other DSM programs.

The premise behind the savings estimate is that participating customers are interested in saving energy/money. Based on the education provided through these energy surveys, the customer is expected to take one or more actions to meet their own objectives, other than participating in OUC's other DSM programs, such as adjusting thermostat settings, installing fans or using fans more appropriately, using drapes, planting trees, installing water saving showerheads or aerators, washing clothes in cold water, using clotheslines for drying clothes, cleaning refrigerator coils, reducing pool pump operating hours, etc. At the very least, it was assumed that a reasonable methodology to estimate savings was that 50 percent of the participants would adjust their cooling setting by 1 degree. In the past, there has not been self-reporting from customers or follow-up by OUC. However, as part of OUC measurement and verification processes, a survey and comparative analyses (before and after) are planned.

- 3. Please explain or describe how OUC prevents customer savings from being counted twice. For example, a Home Energy Survey that results in duct repairs would make the customer eligible for a rebate under OUC's Duct Repair Program. In this instance, under which program would OUC record customer's energy savings?**

OUC RESPONSE

Please refer to the response to request No. 2, which explains that savings estimates for customers participating in home energy surveys are based on actions taken other than participation in other DSM programs. Savings associated with each of OUC's DSM programs are accounted for separately, with each program only reflecting one measure. Based on that methodology, OUC does not double count savings in any of its programs. Referring to the example contemplated by Staff in this request, the savings from the energy survey and duct repair program are accounted for separately in the respective programs.

4. **OUC's Proposed 2010 DSM Program Plan describes the Efficient Electric Heat Pump Rebate Program on pages 2-35 through 2-37. OUC indicates it is considering doubling the rebate levels for this residential program to increase participation. Please provide projected annual program participation levels and kW and kWh reductions (Tables 2-46, 2-47, and 2-48) based upon the increased rebate levels of \$200, \$400, and \$600 that OUC is considering.**

OUC RESPONSE

OUC has not developed projections of increased participation levels or kW or kWh reductions associated with increased rebate levels.

5. **The Gold Ring Home Program described on pages 2-37 through 2-39 provides a rebate of \$700 to the builder of a home that receives Energy Star certification. Please explain whether this rebate is in addition to any rebates the builder may be eligible to receive through the U.S. Department of Energy's Energy Star Program.**

OUC RESPONSE

The \$700 rebate provided by OUC is in addition to any rebates the builder may be eligible to receive through the US Department of Energy's Energy Star Program.

6. **Please explain or describe how the total number of eligible customers was determined for the Cool/Reflective Roof Rebate Program (Table 2-37). As part of this response, please identify the eligibility criteria that must be satisfied in order to participate in the program.**

OUC RESPONSE

For the projections presented in OUC's 2010 DSM Plan, eligible customers were calculated by taking OUC's total annual residential customers, multiplying by 0.45 (to represent 45 percent single-family homes), and then dividing by 15 to reflect the assumption that a new roof would be needed every 15 years. All of OUC's single-family residential customers are eligible for the Cool/Reflective Roof Rebate Program. Requirements for the roofing material are that the cool roof product must be certified and approved by the Energy Star Roof Products program and have an initial solar reflectance greater than or equal to 0.70 (see www.energystar.gov).

7. **The projected annual average number of participants (2,876) in the Residential Compact Fluorescent Lighting Program (Table 2-52) is equivalent to the projected annual average number of participants for the Single Family and Multi Family Home Energy Survey programs combined. According to the program description on page 2-40, "OUC will give away at least one compact fluorescent lamp to customers who have a walk-through Energy Survey." Please explain or describe whether projected average annual customer savings are counted in the Fluorescent Lighting Program or the Home Energy Survey Program. Please explain or describe how double-counting is avoided.**

OUC RESPONSE

Please refer to the response to request No. 2, which explains that savings estimates for customers participating in home energy surveys are based on actions taken other than participation in other DSM programs. Savings associated with each of OUC's DSM programs are accounted for separately, with each program only reflecting one measure. Based on that methodology, OUC does not double count savings in any of its programs. Referring to the example contemplated by Staff in this request, the savings from the fluorescent lighting program are accounted for separately from savings associated with OUC's energy survey program.

- 8. The Commercial Indoor Lighting Retrofit Program appears to produce significant kWh reductions based on OUC's projections. Only a small number of eligible customers currently participate in the program and even if forecasted increases in participation take place, less than ½ of one percent of eligible customers will be participating by 2019 (Table 3-4). Please explain or describe whether OUC has considered methods it can implement to increase customer participation in the Commercial Indoor Lighting Retrofit Program.**

OUC RESPONSE

In the current economy, OUC must be cautious on how much rate-payer money is put at risk in funding indoor lighting projects. OUC believes that many commercial customers will be forced to retrofit their lighting due to the deadlines approaching on the elimination of the manufacturing of T-12 lamps. OUC is evaluating a rebate and capture program as a means to increase participation levels in the Indoor Lighting Retrofit Program.

Respectfully submitted,



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