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April 25, 2023

**-VIA ELECTRONIC FILING-**

Adam Teitzman  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

RE: Docket No. 20230000-OT  
Florida Power & Light Company's 2022 Demand Side Management Annual  
Report

Dear Mr. Teitzman:

Enclosed for filing in the above-referenced docket is Florida Power & Light Company's ("FPL") response to the Florida Public Service Commission Staff's First Data Request (Nos. 1-14) pertaining to FPL's 2022 Demand Side Management Annual Report. Please note, Attachment No. 1 to Staff's First Data Request No. 1 and Attachment Nos. 1-2 to Staff's First Data Request No. 6 have been provided to Commission Staff via email to Michael Barrett.

If there are any questions regarding this transmittal, please contact me at (561) 304-5662.

Sincerely,

/s/ William P. Cox  
William P. Cox  
Senior Counsel  
Fla. Bar No. 00093531

WPC:ec  
Enclosures  
cc: Michael Barrett, Economic Supervisor, mbarrett@psc.state.fl.us

**QUESTION:**

Please provide an Excel file (spreadsheet), in electronic format with cell formulas, of the company's 2022 Report.

**RESPONSE:**

Please find attached responsive documents provided by FPL.

**QUESTION:**

The company offered an integrated DSM Plan in 2022 for the first time. Please discuss the impact offering programs under this Plan had with regard to achieving demand and energy goals in 2022. Address in your response the impact in each respective service territory (the legacy territory of FPL and the area formerly served by Gulf Power Company).

**RESPONSE:**

Expansion of the 2022 integrated DSM Plan into the area previously served by Gulf Power produced overall positive results by being able to offer the full portfolio of programs to customers in that area. Last year was primarily focused on expanding the necessary participating independent contractor network for the Residential HVAC and Residential Ceiling Insulation programs and creating a pipeline of projects for the Business HVAC and Commercial Industrial Lighting programs. Northwest (NW) Florida customer participation in the Low Income and Commercial Demand Response (CDR) programs contributed very positively to the demand and energy savings results for 2022. For the Low-Income program, 41% of the total participation was from NW Florida customers. For CDR, 8 of the total 20 new customer enrollments representing 63% of the new Summer kW came from NW Florida customers.

QUESTION:

Please answer the following regarding federal energy efficiency standards and Florida Building Code requirements.

- A. Please describe how Florida Power and Light (FPL or company) has changed the way it monitors current federal energy efficiency standards and Florida Building Code requirements, compared to the method it used in 2021, if applicable.
- B. What impact, if any, did changes in federal or state standards have on the cost effectiveness of conservation programs in 2022?
- C. If applicable, what existing programs are under review for modification in 2023 to reflect changes to federal or state standards?

RESPONSE:

- A. FPL has continued the methods used in 2021 and prior years to monitor the progress of new federal energy efficiency standards through participation in industry organizations, collaboration with peer utilities, and by monitoring websites dedicated to appliance standards (*e.g.*, Office of Energy Efficiency and Renewable Energy, Appliance Standards Awareness Project). FPL stays abreast of proposed Florida Building Code (FBC) changes by monitoring the Florida Building Commission and attending their Technical Advisory Committee (TAC) meetings.
- B. There were no changes to federal or state energy efficiency standards that impacted FPL programs in 2022.
- C. The federal minimum efficiency standard for HVAC equipment was increased on January 1, 2023. For Residential equipment, the minimum efficiency standard was increased from 14 SEER to 15 SEER. FPL's current Residential HVAC program requires a minimum efficiency of 16 SEER to qualify for the program rebate. This code change does not directly impact the program standards. However, the new code baseline does impact the incremental savings associated with the program.

QUESTION:

Please answer the following regarding FPL's conservation research and development (CRD) initiatives that evaluate emerging DSM opportunities:

- A. Identify and describe any new CRD initiatives that were launched in 2022.
- B. Provide updates on the status of all on-going CRD initiatives that began before 2022, and if applicable, attach interim and/or final reports on work completed in 2022.

RESPONSE:

- A. In 2022, FPL began exploring the prospect of retro-commissioning as a vehicle to expand the application of technologies such as energy recovery ventilators, demand control ventilators, and variable speed drives. Specifically, it was of particular interest to initiate such a scoping project in the northwest portion of the FPL service territory.

A candidate customer facility has been identified, and local engineering expertise has been retained. A preliminary scoping study has been initiated and results for next steps are anticipated in second-quarter 2023.

- B. FPL began evaluation of smart electrical panel technologies in 2020. After reviewing proposals from multiple existing and emerging equipment providers, FPL acquired small samples of three technologies to evaluate in employee homes. FPL continues supporting and monitoring these installations and incorporated early leanings into the subsequent Smart Panel Customer Pilot. No reporting was completed in 2022.

FPL continued dialogue with the Florida Solar Energy Center (FSEC) and the building science and engineering departments of several Florida universities in 2022. FPL also continued its participation in Electric Power Research Institute (EPRI) and E-Source research initiatives. With the advent of the Inflation Reduction Act, multiple opportunities for collaboration could become available. No FPL reports were produced in 2022.

QUESTION:

On Page 4 of the Report, data on FPL's Residential Home Energy Survey program indicates the Company conducted 82,631 audits in 2022, which is about 14,000 fewer audits than were conducted for this customer class in 2021. (A total of 96,612 residential audits were conducted in 2021, 84,878 in FPL's legacy service territory and 11,734 in the area formerly served by Gulf Power Company.) Please answer the following:

- A. Specifically describe the marketing and outreach methods and techniques that were used to promote the Residential Home Energy Survey program in 2022. Address in your response why the company believes participation decreased in 2022, compared to 2021.
- B. B., Please state what specific actions FPL is taking in 2023, if any, to increase participation in the Residential Home Energy Survey program.

RESPONSE:

- A. A variety of tactics were used to promote the Residential Home Energy Survey in 2022. Specifically, FPL utilized e-mail campaigns, e-newsletters, and mass media, including television, radio, and print advertising. While the Company does not have goals for participation in the Energy Survey program, FPL does note that participation in the program was impacted by Hurricanes Ian and Nicole in the fall of 2022. Evidence of this impact is that a total of 15,346 fewer surveys were completed in October 2022 compared to October 2021. Overall, however, the Company experienced more participation in eight of the twelve months in 2022 as compared to 2021.
- B. Reallocating traditional media spend (such as television and billboards) to digital channels in future campaigns will help FPL overcome audience opportunity loss from declining traditional media audiences. Avoiding the need to compete with political and holiday ad spending in future campaigns with earlier launches when demand for energy savings solutions is high will help FPL's ads stand out and will make messaging more relevant to the consumer at peak season temperatures. FPL also launched the online Residential Energy Analyzer tool for NW Florida customers in early 2023. Providing a more consistent user experience across the entire FPL territory, this tool also provides customers in NW Florida greater insights into the drivers of their energy usage and tips for savings. FPL anticipates the availability of this enhanced energy survey experience will increase utilization by NW Florida customers.

QUESTION:

Please answer the following questions related to FPL's Low Income program.

- A. Identify FPL's partnerships with government and non-profit agencies in 2022 designed to help identify low-income neighborhoods and educate customers on conservation opportunities. Address in your response whether any of these partnerships were new, changed, or modified in 2022, compared to prior years.
- B. Describe the marketing and outreach efforts in 2022 that were used to promote FPL's Low Income Program. Address in your response why the company believes these efforts were successful in attracting more participants in 2022 (11,054), compared to 2021 (8,502).
- C. Page 9 of the Report shows that 11,054 participants enrolled in this program in 2022. Please answer the following:
  1. Please describe how a qualified customer can enroll in this program. Address in your response if outside entities (social service or entities not affiliated with FPL) can perform enrollment functions.
  2. Please provide a breakdown reflecting the number of participants that enrolled through direct engagement with FPL call center agents or other employees, and those that did not.
- D. Describe what resources or training, if any, the company provides to outside entities to assist them with addressing enrollment-related questions from qualified customers about this program.
- E. Please explain why the "Energy Saving Programs & Rebates" tab on the company's website ([www.fpl.com/save/programs.html](http://www.fpl.com/save/programs.html)) features information on all other residential programs, but no information about FPL's Low Income program?
- F. Please provide an Excel spreadsheet, in electronic format with cell formulas, that demonstrates the total number of installations for each measure subscribed in 2022, the savings for each measure (generator), the total savings per measure (generator) and the summation of the savings per measure that equals the program total savings values at the generator (Summer and Winter kW savings and kWh savings) shown for this program on Page 9 of the Report.
- G. Please provide an Excel spreadsheet, in electronic format with cell formulas, that provides the same type of data described in Item 5(F) above for 2022, but on a projected basis rather than actual basis, consistent with the savings goals for this program as established in Docket No. 20200056-EI.

H. In 2022, the Utility Cost per Installation for this program was \$184, whereas in 2021 the Utility Cost per Installation for this program was \$79. Specifically describe the reasons for the change in costs from 2021 to 2022.

RESPONSE:

- A. FPL has partnerships with Weatherization Assistance Providers (WAP) throughout its territory who are government entities. FPL offers rebates to WAP agencies for installation of program measures in homes being served through the WAP program. WAP agency enrollments in FPL's Low Income program have declined in recent years. As a result, FPL has increased its direct outreach to income qualified customers. There has not been any significant increase or decrease in the number of WAP agencies participating in FPL's Low Income program compared to prior years.
- B. FPL has been focused on direct outreach to income qualified communities by coordinating with property managers for large income qualified communities, such as Century Village in Boynton Beach, as well as reaching out to individuals who have requested a home energy survey in income qualified zip codes. In NW Florida, FPL continues to utilize the former Gulf Power third-party vendor Honeywell International to deliver the program. FPL increased the target for Honeywell in order to reach a greater number of customers with the energy saving benefits of the program. These efforts resulted in an increase in total participation in 2022.
- C.
1. There are generally three ways a qualified customer can enroll in FPL's Low Income program. First, when a customer contacts FPL with a high bill concern or an energy survey request and they are determined to live in an income qualified zip code, the FPL representative conducting the field energy survey will provide installation of program measures. Second, income qualified neighborhoods are identified and targeted for canvassing where FPL representatives offer installation of program measures in a proactive manner. Finally, WAP agencies receive rebates when providing qualifying measures to customers through the course of their program delivery. In this scenario, WAP agencies are responsible for qualifying customers who approach them for direct assistance. FPL will then provide rebates to those agencies for work performed in the installation of energy efficient measures.
  2. Out of the 11,054 participants, 10,902 enrolled through direct engagement with FPL representatives and 152 were through WAP agencies.
- D. Given the model FPL utilizes where WAP agencies are responsible for qualifying customers, FPL does not provide these outside entities with training for enrollment-related questions.



- E. The Low-Income Weatherization program is only available to income qualified customers and is offered via direct engagement. FPL believes that to feature the program on the FPL website without knowledge of whether the customer is in an income qualified zip code could lead to customer confusion and dissatisfaction.
- F. Please see responsive documents provided by FPL (Attachment 1). In preparation of the information responsive to the request, FPL discovered errors in summation of savings for the Low Income program that resulted in under-reporting the actual program savings. The errors were a result of a formula error in the NW Florida data and missing/incorrect savings factors for certain measures. FPL will submit an amendment to the Annual DSM Report to reflect these corrections.
- G. Please see responsive documents provided by FPL (Attachment 2).
- H. In 2022, FPL integrated the legacy Gulf Community Energy Saver program into the Low Income program. In NW Florida, FPL continues to utilize Honeywell International as the third-party vendor to implement direct customer enrollment of the program. FPL chose to continue its participation with Honeywell for business continuity and to ensure that FPL can reach as many customers as possible. The cost of utilizing Honeywell vs. FPL employees in the Florida panhandle includes fees and costs that are not incurred for the program in the Florida peninsula. Out of the total 11,054 total participants, 4,549 were in NW Florida, resulting a higher average Cost per Installation.

QUESTION:

In 2022, what was FPL's System Average Line Loss percentage?

RESPONSE:

FPL's 2022 System Average Line Loss percentages are provided below:

Summer Line Loss Factor	6.87%
Winter Line Loss Factor	6.87%
Energy Line Loss Factor	5.32%

**QUESTION:**

Page 7 of the Report indicates the actual number of program participants in the Residential New Construction program exceeded FPL's projected participation levels. Please describe the reasons why this program exceeded the projected participation levels for 2022.

**RESPONSE:**

Buildsmart participation is closely correlated to the new home construction industry activity patterns. With an overall increase in new construction in 2022, the number of homes qualifying for Buildsmart exceeded projected levels.

**QUESTION:**

Page 11 of the Report indicates that enrollment in the Business On Call program improved in 2022 (990), compared to 2021 (282). Please state what specific actions FPL took in 2022 in order to increase participation in this program.

**RESPONSE:**

Increased participation in the Business On Call program was due to increased customer awareness through FPL's field Business Energy Solutions team.

**QUESTION:**

On Page 26 of the Report, FPL states that it initiated a smart panel pilot as part of the Stipulation and Settlement agreement in Docket No. 20210015-EI. Please state the full name of this program, and describe what portion of the study was conducted/concluded in 2022, and when a final report is expected.

**RESPONSE:**

The “Smart Panel Pilot” was approved as part of the Stipulation and Settlement Agreement in Docket No. 20210015-EI. The pilot is intended to evaluate new and emerging smart electrical panel technologies to enable greater insights regarding controlling and managing in-home electrical loads to facilitate advanced energy management on FPL’s grid. The pilot was initiated in 2022 by first developing a scope for the pilot, a solicitation for vendor technology proposals, vendor selection, installation contractor selection, and customer recruitment. Recruitment and installation began in the Palm Beach County area in the fall of 2022. As of December 2022, 34 installations of smart panels were completed. In 2023, FPL expects to continue growing installations and seeking additional electrical contractors throughout FPL’s service area. The initial pilot was planned to run through 2023, although FPL may extend the study period into 2024 to allow for a greater number of installations to be completed. Additionally, FPL desires to evaluate new smart panel and breaker technologies as part of this pilot to the extent they become commercially available during the pilot period. A final report is expected in 2024.

QUESTION:

On Page 27 of the Report, FPL provides Variance Explanations for not meeting all of its residential goals in 2022. Please answer the following:

- A. The company states that “enrollment in all of FPL’s residential DSM programs exceeded 2021 participation levels.” However, Page 4 of the Report indicated that enrollment in the Residential Home Energy Survey program is reported as lower in 2022, compared to 2021. Please explain the discrepancy between the statement (on Page 27) and the data shown on Page 4.
- B. FPL states that “enrollment in the Residential [Load Management] On Call program did not gain the number of participants necessary to achieve the Summer and Winter [Demand Reduction] goals.”
  1. Please state what number of enrollees in the Residential Load Management (On Call) program would have allowed FPL to achieve the 2022 Summer and Winter Demand Reduction goals.
  2. Please state what specific actions FPL is taking in 2023 to increase participation in the Residential Load Management (On Call) program.

RESPONSE:

- A. FPL’s statement regarding increased enrollment was related to programs for which the Company has participation targets and reported savings. FPL does not set enrollment targets nor report savings for the Residential or Business Energy Survey programs.
- B.
  1. An additional 4,496 participants would have been required in the Residential Load Management (On Call) program to have achieved the 2022 Summer and Winter Residential Demand reduction goals. This amount of additional participation would have exceeded the Winter KW goal, but would have been necessary to meet the Summer KW goal for the Residential customer class.
  2. FPL will be driving awareness and participation in the program with yearlong targeted emails, including to customers who have previously received Low Income Home Energy Assistance Program (LIHEAP) funding and digital marketing campaigns leveraging the new self-service web enrollment tool. The digital marketing campaigns include paid search, targeted social media via Facebook and Instagram, and YouTube “how to self-schedule” videos to provide deeper explanation of the program and benefits. The new self-service tool allows the customer to qualify, enroll, and schedule an installation date that works for them without having to rely on phone calls to coordinate scheduling availability. Additionally, the On Call program is being promoted during Low Income program surveys as an additional way for qualifying customers to save on their energy

bill. FPL is also providing brochures about the program to government assistance agencies throughout the state as a way to increase customer awareness.

**QUESTION:**

On Page 27 of the Report, FPL states it did not achieve the Summer and Winter [Residential Demand Reduction] goals due to low participation in the Residential Load Management (On Call) program. Provide an explanation and calculation to demonstrate what amount of the 2022 residential summer and winter demand reduction goal achievement shortfall is attributable to the results from the following:

- A. the Residential Load Management program?
- B. the Residential Air Conditioning program?
- C. the Residential New Construction program?
- D. the Residential Ceiling Insulation program?
- E. the Residential Low Income program?

**RESPONSE:**

FPL's DSM Plan is designed to achieve the Commission-approved goals through a target of participation in the various programs. FPL pursues the annual Summer and Winter KW and annual GWh goals as a portfolio and adjusts program marketing as needed throughout the year with the focus on achieving the overall goals. It is difficult then to attribute FPL's goal achievement shortfall, specifically across the programs in FPL's DSM Plan. In order to provide a response to this question, FPL has prepared a table illustrating the target participation for each program as reflected in the 2021 Integrated DSM Plan for 2022 and the actual 2022 results for each program. The table illustrates that participation in the Residential New Construction and Low Income programs exceeded targets. The primary contributor to not achieving the Summer and Winter KW goals is the Residential On Call program as discussed in the Annual DSM Report.

Programs	2021 FPL Integrated DSM Plan 2022 Savings @ Generator		2022 FPL DSM Annual Report Total Savings @ Generator		Variance	
	SMW	WMW	SMW	WMW	SMW	WMW
Residential Load Management (On Call)	21.10	19.89	8.49	10.27	-12.61	-9.61
Residential Air Conditioning	8.16	2.50	7.78	1.30	-0.38	-1.20
Residential New Construction	1.64	0.58	1.77	0.63	0.12	0.05
Residential Ceiling Insulation	1.82	3.98	1.19	2.79	-0.62	-1.18
Residential Low Income	3.00	1.07	4.91	0.85	1.91	-0.22
<b>Total</b>	<b>35.71</b>	<b>28.01</b>	<b>24.14</b>	<b>15.85</b>	<b>-11.57</b>	<b>-12.17</b>



QUESTION:

On Page 27 of the Report, FPL provided information about the Residential Load Management (On Call) program, and states that it “implemented a new web-based customer enrollment tool during 2022 that is expected to increase the successful installation rates going forward.”

- A. Please clarify whether the new web-based customer enrollment tool is only for the Residential Load Management (On Call) program, or if it is a tool for all programs.
- B. Please state when in 2022 this tool was launched.
- C. Please compare and contrast the former (or old) and the new processes for enrolling in the Residential Load Management (On Call) program. Address in your response how the new enrollment tool will improve the enrollment process and thereby “increase successful installations.”

RESPONSE:

- A. The new web-based customer enrollment tool is only available for the Residential On Call program enrollees. The complete full self-service tool is not available for Business On Call due to the additional complexity of installing multiple, and sometimes varying, technology AC system transponders.
- B. FPL launched the new tool in third-quarter 2022 using a limited territory approach to test the new process and system in one area and with one contractor before expanding to other areas. This allowed FPL to gain feedback from the contractor about usability and system performance. Expansion to the full legacy territory was completed in first-quarter 2023.
- C. The new web-based tool allows Residential new enrollees to pre-qualify, enroll, and self-schedule their installation appointment online. After filling out an initial online form, the former process required several hand-offs and phone calls to the customer by different groups, including the installation contractor to schedule the installation and enroll. Due to the time lag and inability to reach potential enrollees, the effectiveness of this manual enrollment process was low. The new self-service tool should increase successful installations by eliminating the dependency on phone calls back and forth.

QUESTION:

On Page 27 of the Report, FPL provides Variance Explanations for not meeting any of its C/I goals in 2022, stating, in part, that “CDR enrollments [were] not sufficient to overcome shortfalls from Business Lighting and Business HVAC programs.” Please answer the following:

- A. Regarding the first portion of this statement, please state what number of enrollees in the C/I Demand Response program would have allowed FPL to achieve the 2022 Summer and Winter Demand Reduction goals for the C/I customer class.
- B. Regarding the second portion of this statement, please explain what is meant by the “shortfall” in the Business HVAC program since Page 13 of the Report indicates that enrollment in this program improved in 2022 (8,444), compared to 2021 (7,271).
- C. Regarding the second portion of this statement, the Report indicates participation in the Business Lighting program declined slightly in 2022, with 2,102 enrolled in 2021, compared to 2,012 enrolled in 2022. Please describe what specific actions FPL is taking in 2023 to increase participation in this program.
- D. Provide an explanation and calculation to demonstrate what amount of the overall 2022 Commercial/Industrial goal achievement shortfall (for all savings categories) is attributable to the results from the following:
  1. the Commercial/Industrial Demand Response program?
  2. the Business HVAC program?
  3. the Business Lighting program?
- E. FPL states that “CDR enrollments [were] not sufficient to overcome shortfalls from Business Lighting and Business HVAC programs.” Enrollment results for the C/I Demand Response program on Page 12 indicate that 12,476 participants enrolled in this program in 2022, which is about 13,500 fewer than the number of participants that enrolled in 2021 (26,012). Please state why FPL believes participation was lower in 2022, compared to 2021. Address in your response the specific actions FPL is taking in 2023 to increase participation in this program.
- F. FPL states that it encountered supply-chain challenges in 2022 for “qualifying lighting and HVAC components.” Specifically describe how those challenges impacted the Business HVAC and Business Lighting programs in 2022. Address in your response the degree to which those challenges are still present in 2023.

**RESPONSE:**

- A. An additional 5,387 participants (Summer KW @ meter) would have been required in the Commercial/Industrial Demand Reduction program to have achieved the 2022 Summer and Winter Demand Reduction goals for the C/I customer class. This amount of Summer KW would have exceeded the Summer KW goal, but would have been necessary to achieve the Winter KW goal for the C/I customer class.
- B. The Business HVAC program participation did improve in 2022 when compared to 2021, but participation (new KW enrolled @ meter) fell short of the targets included in the 2021 FPL Integrated DSM Plan, which was designed to achieve the Commission-approved goals. The targeted participation for 2022 included in the FPL Integrated DSM Plan was 11,370 Summer KW. When 2022 actual participation is compared to the Integrated DSM Plan participation target, there was a shortfall of 2,926 KW.
- C. In 2023, FPL will be increasing awareness about the program using targeted emails to customers, new lighting specific collateral, updated website information, trade journal advertising, and business customer-facing employee training. FPL anticipates these new tactics to increase awareness and information about the program will lead to increased participation.
- D. FPL’s DSM Plan is designed to achieve the Commission-approved goals through a target of participation in the various programs. FPL pursues the annual Summer and Winter KW and annual GWh goals as a portfolio and adjusts program marketing as needed throughout the year with the focus on achieving the overall goals. As a result, it is difficult to attribute FPL’s goal achievement shortfall specifically across the programs in FPL’s DSM Plan. In order to provide a response to this question, FPL has prepared a table illustrating the target participation for each program as reflected in the 2021 Integrated DSM Plan for 2022 and the actual 2022 results for each program. The table below illustrates that participation in the Commercial/Industrial Demand Response program exceeded targets. Although participation in the Business HVAC program improved as discussed in sub-part B. above, overall participation for both the HVAC and Business Lighting programs fell below target. The primary driver in the annual GWh variance is the Business Lighting program as discussed in the DSM Annual Report.

Programs	2021 FPL Integrated DSM Plan			2022 FPL DSM Annual Report			Variance		
	2022 Savings @ Generator			Total Savings @ Generator			SMW	WMW	GWH
	SMW	WMW	GWH	SMW	WMW	GWH	SMW	WMW	GWH
Commercial/Industrial Demand Response	10.32	6.63	0.11	13.33	8.57	0.14	3.01	1.94	0.03
Business HVAC	12.10	8.10	10.37	9.02	3.55	6.16	-3.07	-4.55	-4.22
Business Lighting	4.83	3.09	23.76	2.15	1.37	10.56	-2.68	-1.72	-13.20
<b>Total</b>	<b>27.24</b>	<b>17.82</b>	<b>34.25</b>	<b>24.51</b>	<b>13.50</b>	<b>16.86</b>	<b>-2.74</b>	<b>-4.32</b>	<b>-17.38</b>

- E. The kW reductions for the CDR program are site-specific and can vary greatly between individual participating sites. As a result, FPL focuses primarily on the total kW goal versus the number of new installations. In 2022, CDR had 19 new customer enrollments resulting in 12,476 incremental Summer kW, as compared to 20 new customer enrollments in 2021 resulting in 26,011 incremental Summer kW. FPL expected additional enrollments in 2022, although those did not materialize due to customer delays in integration of required hardware for the program. FPL is currently on track to meet the 2023 CDR goal.
  
- F. The Business HVAC and Lighting industries have experienced component shortages such as chips on electronic circuit boards, price increases, freight delays, and staffing shortages at many levels of the supply chain. This has resulted in increased product and project costs, and many projects have been delayed or postponed. While there has been some progress on chip shortages and transportation, many issues remain in 2023.