



Stephanie A. Cuello
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August 14, 2023

VIA ELECTRONIC FILING

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

Re: *Duke Energy Florida, LLC's Demand Side Management Annual Report for
Calendar Year 2022; Undocketed*

Dear Mr. Teitzman:

Please find enclosed for electronic filing Duke Energy Florida, LLC's Response to Staff's Second Data Request (Nos. 1-12).

Thank you for your assistance in this matter and if you have any questions, please feel free to contact me at (850) 521-1425.

Sincerely,

/s/ Stephanie A. Cuello

Stephanie A. Cuello

SAC/vr
Enclosure

Cc: Michael Barrett, Division of Economics

**Duke Energy Florida, LLC's Response to
Staff's Second Data Request (1-12)
Regarding the 2022 DSM Annual Report**

1. In part, the response to Item 7(A) states, "LIWAP meets directly with participating agencies ..." Please identify the position title(s) of the individuals this response references. In addition, describe the LIWAP job duties and reporting structure for these individuals.

Response:

Weatherization Program Manager - Capital Area Community Action
Weatherization Specialist - Central Florida Community Action Agency
Program Administrator – Pinellas County Urban League
Weatherization Coordinator- Osceola Council on Aging
EHEAP Coordinator - Meals on Wheels Etc.
Director of Program of Operations Lake Community Action Agency Inc.
Rehab Program Manager – Rebuilding Together Tampa Bay
Project Grant Manager - Housing Finance Authority of Marion County
Director of Construction – Centro Campesino
Senior Special Projects Manager - Pinellas County Housing Authority

Duke Energy Florida does request nor maintain a list of the job duties and reporting structures for the participating agencies and the individuals supporting the LIWAP program.

2. In part, the response to Item 7(A) states, "We have also conducted Energy Education workshops for both agencies and customers." Please state on what date(s) in 2022 such workshops were held, and the estimated participation levels by agencies and customers in each. In addition, specifically describe how DEF customers were provided information about these workshops.

Response:

1. CASA Domestic Violence Shelter - Tampa July 29, 2022, with estimated participation of 23 residents and 2 staff members. Customer notification was limited as agency is a Domestic Violence shelter. Area residents and agency staff were in attendance.
2. HOPE Expo - Clearwater September 17, 2022, with an estimated participation of 100 area residents. Agency provide workshop on their website and social media outlets.
3. Progressive Church of God Avon Park Community event - Avon Park October 1, 2022, with an estimated participation of 100 area residents. Workshop provided on website, social media and flyers.
4. Pinellas County Urban League - St. Petersburg October 27, 2022, with estimated participation of 19 customers and 1 staff member. Agency provide workshop on their website and social media outlets.

5. CFCAA- Williston October 28, 2022, with an estimated participation of 50 customers and 4 staff members. Agency provide workshop on their website and social media outlets.

3. Please address why the company’s Low Income Weatherization Assistance Program is “operated through local weatherization agencies,” rather than operated directly by company personnel. Address in your response how long this program has been operated in this manner, if a more direct operational approach to LIWAP has been used in the past, and if so, why it was abandoned for the current approach.

Response:

The LIWAP program launched with Florida Power Company in 2000. The program was created in response to a request by the FPSC to create a program to assist low-income customers. The program was created to work in collaboration with The Florida Department of Economic Opportunity (DEO) and 12 weatherization agencies in our service territory. LIWAP is still currently operating based on the original filing and proposed operating structure.

Partnering with local weatherization agencies enables the bundling of funds from DEO with incentives from Duke Energy to enable Energy Efficiency measures to be installed for customers. The partnership also avoids potential customer confusion around competing income qualifying customers for weatherization opportunities between two trusted customer partners. The Company also provides weatherization services administered outside of the collaboration with the weatherization agencies through its Neighborhood Energy Savers (NES) program for income eligible customers.

4. Given the low participation in the LIWAP program, please explain why the company’s website does not offer customers a method for contacting DEF directly for information on this program, enrollment assistance, or as a resource for promoting participation.

Response:

Customers can learn about the program via the DEF website or by calling the customer care team. Those who reach out through our customer Service department are referred directly to their local agencies to apply for the program.

Duke Energy does not have access to view partnering agency’s remaining funds, schedule, and availability for future energy efficiency work, nor their deferral or waitlists. As a result, we refer customers directly to their local agency who will be able to confirm availability and schedule their audit.

5. Given the low participation in the LIWAP program, please address why no advertising expenditures were recorded in order to promote this program in 2022.

Response:

Participating agencies currently have deferral and waitlists due to limited funds from DEO. Agencies area currently at capacity thus customers are on a waitlist and adding advertising expenditures would not have increased participation.

6. In part, the response to Item 7(C) states, “personnel at these [weatherization assistance] agencies lacked interest in the program.” Specifically describe the actions the company has taken to address, or overcome any lack of interest in LIWAP from personnel at each agency identified in the response to Item 7(B).

Response:

The company has met with participating agencies, discussed, and reviewed barriers to program enrollment and participation. Responses from the agencies vary as some agencies have local funding in addition to DEO funding, while others are non-profits and may leverage our rebates to complete more homes. The company has also contacted several local organizations who receive funding for home repairs that may be able to increase program participation.

7. In part, the response to Item 7(D) states that the company is finalizing arrangements for the Pinellas County Housing Authority to become an agency to offer LIWAP. Please answer the following:
- A. Please provide an update on completing those arrangements (as of June 30, 2023, or the latest date for which information is available).

Response:

The Statement of Work has been completed and signed on April 18, 2023.

- B. The response to Item 7(D) also states that the company believes the Pinellas County Housing Authority “will be a great agency to help increase participation in the [LIWAP] program.” Please explain why, given the lack of agency interest cited in response to Item 7(C).

Response:

Unlike local weatherization agencies which leverage funds from DEO, Pinellas County Housing Authority is funded by HUD who provides Capital Funding to perform energy improvements on their housing inventory.

- C. Apart from the Pinellas County Housing Authority arrangements referenced in the response to Item 7(D), what actions has the utility taken to boost participation throughout DEF’s entire service territory?

Response:

The company has met with home repair/agencies such as Rebuilding Together Tampa Bay, RISE, Suncoast Housing Solutions, and City of Largo. The company has also recently met with the Executive Director of the Florida Association of Community Action Agencies to discuss their support with encouraging the nine agencies in our jurisdiction to participate in LIWAP. Our strategy is to continue to identify organizations such as these to increase our outreach.

8. In part, the response to Item 7(F) states, “DEF does not have direct involvement with program enrollment.” Please explain why the company has no direct involvement with enrolling its own customers in a company-affiliated program. If applicable, describe the indirect efforts the company has made to assist weatherization agencies with program enrollment.

Response:

LIWAP was designed to provide incentives or rebates to weatherization agencies that they are able to bundle with other DEO funds for weatherization work completed in Duke Energy customer homes.

Duke Energy does not directly enable program enrollment as customers apply with their local weatherization agency who will confirm income eligibility and then perform an audit of the home to determine the scope of work required.

9. The company’s response to Item 7(H) was “N/A.” Given this response, is it correct that DEF has not provided resources or training for addressing enrollment-related questions to the entities that offer its Low Income Weatherization program? If so, please provide a detailed response explaining why.

Response:

That is correct. Participating weatherization agencies have not requested enrollment-related support nor training. Agencies indicate that participation in the program is primarily limited due to funding.

10. The company’s response to Item 7(H) was “N/A.” Given this response, is it correct that DEF has not tested the effectiveness of the enrollment procedures the weatherization agencies follow? If so, please provide a detailed response explaining why.

Response:

That is correct. Duke Energy has not tested the effectiveness of enrollment procedures because the agencies follow procedures that are mandated at the state and federal level.

11. The Utilities' response to Item 7(C) indicates that personnel at the local weatherization assistance agencies have "lacked interest" in the LIWAP over the years. In what ways is DEF addressing this lack of interest, or has DEF considered alternatives to agency enrollment in order to achieve the program participation objectives? Please explain.

Response:

Please see response to Question #6 above.

12. In 2022, the company reported that 146 customers participated in the Business Energy Check program, compared to 287 customers that participated in 2021. Please explain why participation fell in 2022, addressing in your response what specific actions the company is taking to enhance participation prospectively.

Response:

Financial challenges with capital and lack of interest were some of the contributors to participation falling in 2022. DEF increased marketing Phone Assisted, Web and Onsite audits. We also utilized direct mail campaigns, targeted email opportunities, along with bill messaging and bill inserts. This has shown greater participation in our audits.