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March 1, 2021

**-VIA ELECTRONIC FILING-**

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

**RE: Docket 20210000-OT  
Florida Power & Light Company and Gulf Power Company 2020 DSM Annual  
Report**

Dear Mr. Teitzman:

In accordance with Rule 25-17.0021(5), Florida Administrative Code, Florida Power & Light Company (“FPL”) and Gulf Power Company (“Gulf”) submit their 2020 DSM Annual Report. FPL and Gulf are submitting this report jointly as a result of the legal merger of the two companies that occurred on January 1, 2021. The report includes the results of FPL and Gulf’s DSM Plans as approved by Order No. PSC-2020-0274-PAA-EG (consummated by Order No. PSC-2020-0291-CO-EG). In the enclosed report, FPL and Gulf’s performance is compared to the demand and energy goals established by Order No. PSC-2019-0509-FOF-EG, issued November 26, 2019, in Docket Nos. 20190015-EG and 20190016-EG.

The results for FPL and Gulf are summarized on a joint and individual basis on pages one through three. In 2020, FPL and Gulf’s joint business sector savings exceeded all goals. The joint residential sector savings were below all goals due the effects of COVID-19 pandemic, which required FPL and Gulf to suspend employee visits to customers’ homes for much of the year beginning in March 2020. On a combined residential and business basis, FPL and Gulf jointly exceeded the Summer and Winter MW goals, but were below for GWh (though by less than the Commission’s 15% threshold). The value of demand and energy savings for FPL and Gulf’s general body of customers is unrelated to whether the

Florida Power & Light Company

700 Universe Boulevard, Juno Beach, FL 33408

**FPL 002912  
20240012-EG**

savings occur in the residential or business sector. FPL and Gulf intend to submit an integrated DSM Plan for Commission approval later this year to achieve the Companies' combined goals for 2022-2024.

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

Sincerely,

/s/ William P. Cox  
William P. Cox  
Fla. Bar No. 0093531

Enclosure

**FLORIDA POWER & LIGHT COMPANY &  
GULF POWER COMPANY  
2020 DEMAND-SIDE MANAGEMENT  
ANNUAL REPORT**

March 1, 2021

**FLORIDA POWER & LIGHT COMPANY &  
GULF POWER COMPANY  
2020 DEMAND-SIDE MANAGEMENT ANNUAL REPORT**

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Comparison of Achieved MW and GWh Savings v. Commission Goals Established November 26, 2019

Reporting Period: 2020

<b>Residential and Business Combined (@ Generator)</b>									
Year	Summer Peak MW Savings			Winter Peak MW Savings			GWh Energy Savings		
	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance
2020	62.7	60.6	4%	41.2	36.8	12%	55.6	63.0	-12%
2021		62.3			37.9			66.1	
2022		63.7			39.0			69.4	
2023		65.3			40.1			72.6	
2024		66.9			41.1			75.9	

<b>Residential (@ Generator)</b>									
Year	Summer Peak MW Savings			Winter Peak MW Savings			GWh Energy Savings		
	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance
2020	21.6	33.6	-36%	12.6	20.5	-39%	22.8	31.8	-28%
2021		34.8			21.2			33.3	
2022		35.7			21.8			34.8	
2023		36.8			22.5			36.3	
2024		37.8			23.1			37.8	

<b>Business (@ Generator)</b>									
Year	Summer Peak MW Savings			Winter Peak MW Savings			GWh Energy Savings		
	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance
2020	41.1	27.0	52%	28.6	16.3	76%	32.8	31.2	5%
2021		27.5			16.7			32.8	
2022		28.0			17.2			34.6	
2023		28.5			17.6			36.3	
2024		29.1			18.0			38.1	

Comparison of Achieved MW and GWh Savings v. Commission Goals Established November 26, 2019

Reporting Period: 2020

<b>Residential and Business Combined (@ Generator)</b>									
Year	Summer Peak MW Savings			Winter Peak MW Savings			GWh Energy Savings		
	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance
2020	60.2	53.1	13%	40.1	32.8	22%	51.3	53.7	-4%
2021		53.9			33.4			55.8	
2022		54.7			34.1			58.1	
2023		55.5			34.8			60.5	
2024		56.5			35.5			63.0	

<b>Residential (@ Generator)</b>									
Year	Summer Peak MW Savings			Winter Peak MW Savings			GWh Energy Savings		
	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance
2020	20.0	26.9	-26%	11.5	16.7	-31%	20.6	25.0	-18%
2021		27.3			16.9			25.7	
2022		27.6			17.2			26.5	
2023		28.0			17.5			27.4	
2024		28.5			17.8			28.3	

<b>Business (@ Generator)</b>									
Year	Summer Peak MW Savings			Winter Peak MW Savings			GWh Energy Savings		
	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance
2020	40.2	26.2	53%	28.6	16.1	78%	30.7	28.7	7%
2021		26.6			16.5			30.1	
2022		27.1			16.9			31.6	
2023		27.5			17.3			33.1	
2024		28.0			17.7			34.7	

Comparison of Achieved MW and GWh Savings v. Commission Goals Established November 26, 2019

Reporting Period: 2020

<b>Residential and Business Combined (@ Generator)</b>									
Year	Summer Peak MW Savings			Winter Peak MW Savings			GWh Energy Savings		
	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance
2020	2.6	7.5	-65%	1.1	4.0	-71%	4.3	9.3	-53%
2021		8.4			4.5			10.3	
2022		9.0			4.9			11.3	
2023		9.8			5.3			12.1	
2024		10.4			5.6			12.9	

<b>Residential (@ Generator)</b>									
Year	Summer Peak MW Savings			Winter Peak MW Savings			GWh Energy Savings		
	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance
2020	1.6	6.7	-76%	1.1	3.8	-70%	2.2	6.8	-68%
2021		7.5			4.3			7.6	
2022		8.1			4.6			8.3	
2023		8.8			5.0			8.9	
2024		9.3			5.3			9.5	

<b>Business (@ Generator)</b>									
Year	Summer Peak MW Savings			Winter Peak MW Savings			GWh Energy Savings		
	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance	Total Achieved	Commission Established Goal	% Variance
2020	1.0	0.8	19%	0.0	0.2	-100%	2.2	2.5	-14%
2021		0.9			0.2			2.7	
2022		0.9			0.3			3.0	
2023		1.0			0.3			3.2	
2024		1.1			0.3			3.4	

Utility: Florida Power & Light Company  
 Program Name: **Residential Home Energy Survey**  
 Program Start Date: January 1981  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	4,522,372	4,522,372	100,000	2%	103,647	103,647	2%	3,647
2021	4,574,840	4,574,840	200,000	4%				
2022	4,628,249	4,628,249	300,000	6%				
2023	4,682,418	4,682,418	400,000	9%				
2024	4,736,733	4,736,733	500,000	11%				

Channel	2020	2021	2022	2023	2024
Online	80,940				
Phone	18,921				
In-Home	3,786				
<b>Total</b>	<b>103,647</b>				

2020	
Utility Cost per Installation	\$115
Total Utility Program Cost (\$000)	\$11,969
Net Benefits (\$000)	N/A

- No kW or kWh savings attributed to this program

<sup>(1)</sup> Cumulative participants before 2020 = 4,098,353



Utility: Florida Power & Light Company  
 Program Name: **Residential Load Management (On Call®)**  
 Program Start Date: July 1986  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	4,522,372	3,818,771	5,950	0%	4,674	4,674	0%	(1,276)
2021	4,574,840	3,871,239	11,925	0%				
2022	4,628,249	3,924,648	17,865	0%				
2023	4,682,418	3,978,817	23,790	1%				
2024	4,736,733	4,033,132	29,740	1%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	2.17	2.30	10,141	10,753
Winter kW Savings	1.96	2.08	9,156	9,708
kWh Savings	1	1	5,013	5,249

2020	
Utility Cost per Installation <sup>(2)</sup>	\$62
Total Utility Program Cost (\$000) <sup>(3)</sup>	\$43,037
Net Benefits (\$000)	\$510

<sup>(1)</sup> Cumulative participants before 2020 = 703,601

<sup>(2)</sup> Based on cumulative active participants at year-end = 696,517

<sup>(3)</sup> Includes depreciation, return & incentives paid in 2020 to active participants who signed up in 2020 & prior years

Utility: Florida Power & Light Company  
 Program Name: **Residential Air Conditioning**  
 Program Start Date: October 1990  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	4,522,372	1,183,454	22,000	2%	20,399	20,399	2%	(1,601)
2021	4,574,840	1,273,527	44,100	3%				
2022	4,628,249	1,364,037	67,100	5%				
2023	4,682,418	1,454,900	90,700	6%				
2024	4,736,733	1,545,832	114,875	7%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.31	0.32	6,225	6,600
Winter kW Savings	0.00	0.00	0	0
kWh Savings	613	642	12,505,851	13,093,626

2020	
Utility Cost per Installation	\$172
Total Utility Program Cost (\$000)	\$3,507
Net Benefits (\$000)	(\$855)

<sup>(1)</sup> Cumulative participants before 2020 = 1,970,212

Utility: Florida Power & Light Company  
 Program Name: **Residential New Construction (BuildSmart®)**  
 Program Start Date: February 1996  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	4,522,372	41,778	3,500	8%	3,686	3,686	9%	186
2021	4,574,840	44,010	7,025	8%				
2022	4,628,249	45,041	10,575	8%				
2023	4,682,418	45,802	14,150	8%				
2024	4,736,733	46,492	17,750	8%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.34	0.36	1,248	1,323
Winter kW Savings	0.12	0.13	446	473
kWh Savings	1,006	1,053	3,707,230	3,881,470

2020	
Utility Cost per Installation	\$135
Total Utility Program Cost (\$000)	\$498
Net Benefits (\$000)	(\$260)

<sup>(1)</sup> Cumulative participants before 2020 = 51,026

Utility: Florida Power & Light Company  
 Program Name: **Residential Ceiling Insulation**  
 Program Start Date: October 1981  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	4,522,372	1,235,964	3,850	0%	1,444	1,444	0%	(2,406)
2021	4,574,840	1,232,114	8,000	1%				
2022	4,628,249	1,227,964	12,150	1%				
2023	4,682,418	1,223,814	16,300	1%				
2024	4,736,733	1,219,664	20,450	2%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.28	0.30	411	436
Winter kW Savings	0.67	0.71	968	1,027
kWh Savings	749	784	1,081,906	1,132,756

2020	
Utility Cost per Installation	\$269
Total Utility Program Cost (\$000)	\$389
Net Benefits (\$000)	(\$60)

<sup>(1)</sup> Cumulative participants before 2020 = 582,758

Utility: Florida Power & Light Company  
 Program Name: **Residential Low Income**  
 Program Start Date: March 2005  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	4,522,372	886,993	5,250	1%	3,137	3,137	0%	(2,113)
2021	4,574,840	892,237	11,000	1%				
2022	4,628,249	902,419	17,025	2%				
2023	4,682,418	912,978	23,775	3%				
2024	4,736,733	923,116	31,275	3%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.27	0.28	832	882
Winter kW Savings	0.08	0.08	235	249
kWh Savings	763	799	2,392,966	2,505,435

2020	
Utility Cost per Installation	\$243
Total Utility Program Cost (\$000)	\$761
Net Benefits (\$000)	(\$302)

<sup>(1)</sup> Cumulative participants before 2020 = 17,482

Utility: Florida Power & Light Company  
 Program Name: **Business Energy Evaluation**  
 Program Start Date: October 1990  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	591,470	591,470	12,000	2%	5,015	5,015	1%	(6,985)
2021	599,138	599,138	24,000	4%				
2022	606,879	606,879	36,000	6%				
2023	614,519	614,519	48,000	8%				
2024	622,036	622,036	60,000	10%				

Channel	2020	2021	2022	2023	2024
Online	1,230				
Phone	1,321				
On Site	2,464				
<b>Total</b>	<b>5,015</b>				

2020	
Utility Cost per Installation	\$1,534
Total Utility Program Cost (\$000)	\$7,693
Net Benefits (\$000)	N/A

- No kW or kWh savings attributed to this program

<sup>(1)</sup> Cumulative participants before 2020 = 254,164

Utility: Florida Power & Light Company  
 Program Name: **Business On Call**  
 Program Start Date: June 1995  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	8,651,163	510,164	1,100	0%	525	525	0%	(575)
2021	8,733,000	513,890	2,000	0%				
2022	8,807,778	517,390	2,750	1%				
2023	8,877,218	520,719	3,250	1%				
2024	8,946,227	524,267	3,650	1%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	1.00	1.06	525	556
Winter kW Savings	0.00	0.00	0	0
kWh Savings	1	1	530	555

2020	
Utility Cost per Installation <sup>(2)</sup>	\$44
Total Utility Program Cost (\$000) <sup>(3)</sup>	\$3,242
Net Benefits (\$000)	\$7

<sup>(1)</sup> Cumulative participants (MW) before 2020 = 76.4  
<sup>(2)</sup> Based on cumulative active participants at year-end = 73.0  
<sup>(3)</sup> Includes depreciation, return & incentives paid in 2020 to active participants who signed up in 2020 & prior years  
 Note: One Customer, Participant or Installation equals one Summer kW

Utility: Florida Power & Light Company  
 Program Name: **Commercial/Industrial Demand Reduction**  
 Program Start Date: May 2000  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	8,651,163	4,919,014	9,150	0%	24,294	24,294	0%	15,144
2021	8,733,000	4,956,396	18,550	0%				
2022	8,807,778	4,989,436	28,050	1%				
2023	8,877,218	5,019,272	37,450	1%				
2024	8,946,227	5,048,891	46,850	1%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	1.00	1.06	24,294	25,759
Winter kW Savings	0.64	0.68	15,624	16,566
kWh Savings	11	11	265,780	278,271

2020	
Utility Cost per Installation <sup>(2)</sup>	\$82
Total Utility Program Cost (\$000) <sup>(3)</sup>	\$28,592
Net Benefits (\$000)	(\$52)

<sup>(1)</sup> Cumulative participants (MW) before 2020 = 327.4  
<sup>(2)</sup> Based on cumulative active participants at year-end = 350.3  
<sup>(3)</sup> Includes incentives paid in 2020 to active participants who signed up in 2020 & prior years  
 Note: One Customer, Participant or Installation equals one Summer kW



Utility: Florida Power & Light Company  
 Program Name: **Business Heating, Ventilating & Air Conditioning**  
 Program Start Date: February 1990  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	8,651,163	1,354,483	10,670	1%	9,272	9,272	1%	(1,398)
2021	8,733,000	1,356,626	21,430	2%				
2022	8,807,778	1,357,482	32,430	2%				
2023	8,877,218	1,357,184	43,960	3%				
2024	8,946,227	1,356,205	55,810	4%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	1.00	1.06	9,272	9,831
Winter kW Savings	0.96	1.02	8,932	9,471
kWh Savings	1,107	1,159	10,261,989	10,744,302

2020	
Utility Cost per Installation	\$722
Total Utility Program Cost (\$000)	\$6,698
Net Benefits (\$000)	(\$718)

<sup>(1)</sup> Cumulative participants (MW) before 2020 = 426,088  
 Note: One Customer, Participant or Installation equals one Summer kW

Utility: Florida Power & Light Company  
 Program Name: **Business Lighting**  
 Program Start Date: June 1984  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	8,651,163	632,148	3,750	1%	3,729	3,729	1%	(21)
2021	8,733,000	634,378	7,750	1%				
2022	8,807,778	635,810	12,000	2%				
2023	8,877,218	636,573	16,450	3%				
2024	8,946,227	637,071	21,160	3%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	1.00	1.06	3,729	3,954
Winter kW Savings	0.64	0.68	2,379	2,523
kWh Savings	4,986	5,220	18,593,782	19,467,689

2020	
Utility Cost per Installation	\$112
Total Utility Program Cost (\$000)	\$417
Net Benefits (\$000)	(\$891)

<sup>(1)</sup> Cumulative participants (MW) before 2020 = 310,631  
 Note: One Customer, Participant or Installation equals one Summer kW

Utility: Florida Power & Light Company  
 Program Name: **Business Custom Incentive**  
 Program Start Date: April 1993  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	8,651,163	414,312	100	0%	60	60	0%	(40)
2021	8,733,000	418,131	200	0%				
2022	8,807,778	421,612	300	0%				
2023	8,877,218	424,835	400	0%				
2024	8,946,227	428,038	500	0%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	1.00	1.06	60	64
Winter kW Savings	1.00	1.06	60	64
kWh Savings	2,881	3,016	173,697	181,861

2020	
Utility Cost per Installation	\$405
Total Utility Program Cost (\$000)	\$24
Net Benefits (\$000)	N/A

<sup>(1)</sup> Cumulative participants (MW) before 2020 = 54,802  
 Note: One Customer, Participant or Installation equals one Summer kW

Utility: Gulf Power Company  
 Program Name: **Residential Home Energy Survey (Renamed)**  
 Program Start Date: January 1981  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	415,321	415,321	10,000	2%	12,005	12,005	3%	2,005
2021	419,169	419,169	20,000	5%				
2022	422,477	422,477	30,000	7%				
2023	425,601	425,601	40,000	9%				
2024	428,685	428,685	50,000	12%				

Channel	2020	2021	2022	2023	2024
Online	11,764				
Phone	106				
In-Home	135				
<b>Total</b>	<b>12,005</b>				

2020	
Utility Cost per Installation	\$78
Total Utility Program Cost (\$000)	\$934
Net Benefits (\$000)	N/A

- No kW or kWh savings attributed to this program

<sup>(1)</sup> Cumulative participants before 2020 = 269,488

Utility: Gulf Power Company  
 Program Name: **Energy Select**  
 Program Start Date: 1995  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	415,321	379,234	2,033	1%	648	648	0%	(1,385)
2021	419,169	382,039	4,291	1%				
2022	422,477	383,988	6,709	2%				
2023	425,601	385,511	9,297	2%				
2024	428,685	386,747	11,964	3%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	1.80	1.90	1,166	1,229
Winter kW Savings	1.07	1.13	693	730
kWh Savings	735	775	476,280	501,904

2020	
Utility Cost per Installation	\$874
Total Utility Program Cost (\$000)	\$566
Net Benefits (\$000)	(\$12)

<sup>(1)</sup> Participants as of December 2019 = 20,098

Utility: Gulf Power Company  
 Program Name: **Residential Low Income (Community Energy Saver Program)**  
 Program Start Date: March 2010  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	415,321	144,733	3,750	3%	1,436	1,436	1%	(2,314)
2021	419,169	142,330	7,500	5%				
2022	422,477	139,738	11,250	8%				
2023	425,601	137,081	15,000	11%				
2024	428,685	134,411	18,750	14%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.06	0.06	87	92
Winter kW Savings	0.13	0.13	181	191
kWh Savings	676	713	971,052	1,023,295

2020	
Utility Cost per Installation	\$383
Total Utility Program Cost (\$000)	\$549
Net Benefits (\$000)	(\$166)

<sup>(1)</sup> Cumulative participants before 2020 = 23,274

Utility: Gulf Power Company  
 Program Name: **Residential HVAC (New)**  
 Program Start Date: November 2020  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	415,321	413,524	1,200	0%	0	0	0%	(1,200)
2021	419,169	416,172	2,550	1%				
2022	422,477	418,130	4,050	1%				
2023	425,601	419,754	5,700	1%				
2024	428,685	421,188	7,500	2%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.32	0.34	0	0
Winter kW Savings	0.34	0.36	0	0
kWh Savings	1,211	1,276	0	0

2020	
Utility Cost per Installation	N/A - No 2020 program participation
Total Utility Program Cost (\$000)	\$34
Net Benefits (\$000)	N/A - No 2020 program participation

<sup>(1)</sup> Cumulative participants before 2020 = 0

Utility: Gulf Power Company  
 Program Name: **Residential Ceiling Insulation (New)**  
 Program Start Date: November 2020  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	415,321	413,524	800	0%	0	0	0%	(800)
2021	419,169	416,572	1,700	0%				
2022	422,477	418,980	2,700	1%				
2023	425,601	421,104	3,875	1%				
2024	428,685	423,013	5,175	1%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.55	0.58	0	0
Winter kW Savings	0.97	1.02	0	0
kWh Savings	2,086	2,198	0	0

2020	
Utility Cost per Installation	N/A - No 2020 program participation
Total Utility Program Cost (\$000)	\$26
Net Benefits (\$000)	N/A - No 2020 program participation

<sup>(1)</sup> Cumulative participants before 2020 = 0



Utility: Gulf Power Company  
 Program Name: **Residential High Efficiency Pool Pump (New)**  
 Program Start Date: November 2020  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	415,321	78,570	1,150	1%	0	0	0%	(1,150)
2021	419,169	78,151	2,475	3%				
2022	422,477	77,454	3,925	5%				
2023	425,601	76,598	5,525	7%				
2024	428,685	75,584	7,275	10%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	1.43	1.51	0	0
Winter kW Savings	0.00	0.00	0	0
kWh Savings	2,635	2,777	0	0

2020	
Utility Cost per Installation	N/A - No 2020 program participation
Total Utility Program Cost (\$000)	\$26
Net Benefits (\$000)	N/A - No 2020 program participation

<sup>(1)</sup> Cumulative participants before 2020 = 0

Utility: Gulf Power Company  
 Program Name: **Residential HVAC Efficiency Improvement Program - DISCONTINUED**  
 Measure Name: Residential HVAC Maintenance  
 Program Start Date: September 2015  
 Reporting Period: 2020

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.24	0.29	79	96
Winter kW Savings	0.07	0.08	23	26
kWh Savings	607	639	200,917	211,509

Annual Number of Program Participants	331
Utility Cost per Installation	\$726
Total Utility Program Cost (\$000)	\$240

<sup>(1)</sup> Cumulative participants before 2020 = 39,123

Program Name: **Residential HVAC Efficiency Improvement Program - DISCONTINUED**  
 Measure Name: Residential HVAC Quality Installation  
 Program Start Date: September 2015

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.18	0.22	69	84
Winter kW Savings	0.08	0.10	31	38
kWh Savings	451	475	172,733	181,925

Annual Number of Program Participants	383
Utility Cost per Installation	\$128
Total Utility Program Cost (\$000)	\$49

<sup>(1)</sup> Cumulative participants before 2020 = 2,552

Utility: Gulf Power Company  
 Program Name: **Residential HVAC Efficiency Improvement Program - DISCONTINUED**  
 Measure Name: Residential Duct Repair  
 Program Start Date: September 2015  
 Reporting Period: 2020

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.15	0.18	8	10
Winter kW Savings	1.11	1.37	62	77
kWh Savings	303	319	16,968	17,881

Annual Number of Program Participants	56
Utility Cost per Installation	\$2,011
Total Utility Program Cost (\$000)	\$113

<sup>(1)</sup> Cumulative participants before 2020 = 22,133

Program Name: **Residential Building Efficiency Program - DISCONTINUED**  
 Measure Name: Residential High Performance Window  
 Program Start Date: September 2015

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.21	0.26	54	67
Winter kW Savings	0.24	0.30	62	77
kWh Savings	391	412	100,487	105,884

Annual Number of Program Participants	257
Utility Cost per Installation	\$191
Total Utility Program Cost (\$000)	\$49

<sup>(1)</sup> Cumulative participants before 2020 = 5,956

Utility: Gulf Power Company  
 Program Name: **Residential Building Efficiency Program - DISCONTINUED**  
 Measure Name: Residential Reflective Roof  
 Program Start Date: September 2015  
 Reporting Period: 2020

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.41	0.50	48	59
Winter kW Savings	0.00	0.00	0	0
kWh Savings	1,029	1,084	121,422	127,912

Annual Number of Program Participants	118
Utility Cost per Installation	\$555
Total Utility Program Cost (\$000)	\$66

<sup>(1)</sup> Cumulative participants before 2020 = 2,074

Program Name: **Residential Building Efficiency Program - DISCONTINUED**  
 Measure Name: Residential Energy Star Window A/C  
 Program Start Date: September 2015

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.04	0.05	0	0
Winter kW Savings	0.00	0.00	0	0
kWh Savings	82	86	82	86

Annual Number of Program Participants	1
Utility Cost per Installation	\$701
Total Utility Program Cost (\$000)	\$1

<sup>(1)</sup> Cumulative participants before 2020 = 865

Utility: Gulf Power Company  
 Program Name: **Residential Custom Incentive - DISCONTINUED**  
 Program Start Date: September 2015  
 Reporting Period: 2020

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.00	0.00	0	0
Winter kW Savings	0.00	0.00	0	0
kWh Savings	0	0	0	0

Annual Number of Program Participants	0	- No 2020 program participation
Utility Cost per Installation	N/A	
Total Utility Program Cost (\$000)	\$36	

<sup>(1)</sup> Cumulative participants before 2020 = 1

Utility: Gulf Power Company  
 Program Name: **Business Energy Survey**  
 Program Start Date: 1981  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	57,696	57,696	300	1%	23	23	0%	(277)
2021	58,060	58,060	600	1%				
2022	58,377	58,377	900	2%				
2023	58,674	58,674	1,200	2%				
2024	58,967	58,967	1,500	3%				

Channel	2020	2021	2022	2023	2024
Online	6				
Phone	N/A				
On Site	17				
<b>Total</b>	<b>23</b>				

2020	
Utility Cost per Installation	\$16,505
Total Utility Program Cost (\$000)	\$380
Net Benefits (\$000)	N/A

- No kW or kWh savings attributed to this program

<sup>(1)</sup> Cumulative participants before 2020 = 23,411

Utility: Gulf Power Company  
 Program Name: **Business HVAC**  
 Program Start Date: November 2020  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	725,802	725,802	400	0.1%	0	0	0%	(400)
2021	730,375	729,975	840	0.1%				
2022	734,392	733,552	1,325	0.2%				
2023	738,137	736,812	1,855	0.3%				
2024	741,828	739,973	2,425	0.3%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	1.00	1.05	0	0
Winter kW Savings	1.56	1.65	0	0
kWh Savings	3,952	4,165	0	0

2020		
Utility Cost per Installation	N/A	- No 2020 program participation
Total Utility Program Cost (\$000)	\$41	
Net Benefits (\$000)	N/A	- No 2020 program participation

<sup>(1)</sup> Cumulative participants (MW) before 2020 = 0  
 Note: One Customer, Participant or Installation equals one Summer KW

Utility: Gulf Power Company  
 Program Name: **Curtailed Load Rider**  
 Program Start Date: 2018  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	725,802	715,902	864	0.1%	0	0	0%	(864)
2021	730,375	719,611	1,813	0.3%				
2022	734,392	722,679	2,867	0.4%				
2023	738,137	725,370	4,035	0.6%				
2024	741,828	727,893	5,326	0.7%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	1.00	1.05	0	0
Winter kW Savings	0.76	0.80	0	0
kWh Savings	1.00	1.05	0	0

2020	
Utility Cost per Installation	N/A - No 2020 program participation
Total Utility Program Cost (\$000)	\$0
Net Benefits (\$000)	N/A - No 2020 program participation

<sup>(1)</sup> Cumulative participants (MW) before 2020 = 9.9  
 Note: One Customer, Participant or Installation equals one Summer KW



Utility: Gulf Power Company  
 Program Name: **Business Custom Incentive**  
 Program Start Date: 2000  
 Reporting Period: 2020

a	b	c	d	e (d/c)	f	g	h (g/c)	i (g-d)
Year	Total Number of Customers	Total Number of Eligible Customers	Projected		Actual			
			Cumulative Number of Program Participants	Cumulative Penetration Level %	Annual Number of Program Participants	Cumulative Number of Program Participants <sup>(1)</sup>	Cumulative Penetration Level %	Cumulative Participation Over (Under) Projected Participants
2020	725,802	725,802	0	0%	0	0	0%	0
2021	730,375	730,375	0	0%				
2022	734,392	734,392	0	0%				
2023	738,137	738,137	0	0%				
2024	741,828	741,828	0	0%				

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.00	0.00	0.0	0.0
Winter kW Savings	0.00	0.00	0.0	0.0
kWh Savings	0.00	0.00	0.0	0.0

2020		
Utility Cost per Installation	N/A	- No 2020 program participation
Total Utility Program Cost (\$000)	\$32	
Net Benefits (\$000)	N/A	- No 2020 program participation

<sup>(1)</sup> Cumulative participants (MW) before 2020 = 1.15  
 Note: One Customer, Participant or Installation equals one Summer KW

Utility: Gulf Power Company  
 Program Name: **Commercial HVAC Retrocommissioning - DISCONTINUED**  
 Program Start Date: September 2015  
 Reporting Period: 2020

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.30	0.37	1	1
Winter kW Savings	0.00	0.00	0	0
kWh Savings	965	1,016	1,930	2,032

Annual Number of Program Participants	2
Utility Cost per Installation	\$34,253
Total Utility Program Cost (\$000)	\$69

<sup>(1)</sup> Cumulative participants before 2020 = 1,311

Program Name: **Commercial Building Efficiency Program - DISCONTINUED**  
 Measure Name: Commercial Geothermal Heat Pump  
 Program Start Date: September 2015

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.29	0.36	0	0
Winter kW Savings	0.27	0.33	0	0
kWh Savings	685	721	0	0

Annual Number of Program Participants	0
Utility Cost per Installation	N/A
Total Utility Program Cost (\$000)	\$80

- No 2020 program participation

<sup>(1)</sup> Cumulative participants before 2020 = 649

Note: One Customer, Participant or Installation equals one ton of installed HVAC

Utility: Gulf Power Company  
 Program Name: **Commercial Building Efficiency Program - DISCONTINUED**  
 Measure Name: Commercial Ceiling/Roof Insulation  
 Program Start Date: September 2015  
 Reporting Period: 2020

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.00046	0.00057	0	0
Winter kW Savings	0.00012	0.00015	0	0
kWh Savings	0.748	0.800	0	0

Annual Number of Program Participants	0	- No 2020 program participation
Utility Cost per Installation	N/A	
Total Utility Program Cost (\$000)	\$31	

<sup>(1)</sup> Cumulative participants (Sq Ft) before 2020 = 474,300  
 Note: One Customer, Participant or Installation equals one Sq Ft

Program Name: **Commercial Building Efficiency Program - DISCONTINUED**  
 Measure Name: Commercial Reflective Roof  
 Program Start Date: September 2015

2020	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Savings	0.00067	0.00080	797	952
Winter kW Savings	0.00	0.00	0	0
kWh Savings	1.72	1.81	2,046,686	2,153,781

Annual Number of Program Participants	1,189,934
Utility Cost per Installation	\$0.12
Total Utility Program Cost (\$000)	\$143

<sup>(1)</sup> Cumulative participants (Sq Ft) before 2020 = 4,097,164  
 Note: One Customer, Participant or Installation equals one Sq Ft

## **OTHER CONSERVATION ACTIVITIES**

### **FPL Conservation Research & Development (“CRD”) & Gulf Conservation Demonstration and Development (“CDD”)**

CRD and CDD are umbrella programs under which FPL and Gulf research a wide variety of new technologies to evaluate their potential for reductions in peak load and energy as well as customer bill savings. Florida’s climate conditions are unique so the studies must reflect the effects of the hot and humid environment. Favorable evaluation results can lead to incorporation in DSM programs. Examples of technologies that have been included are: Energy Recovery Ventilators; Demand Control Ventilation; Residential Air Conditioning Duct Plenum Seal; and Geothermal Heat Pump.

FPL and Gulf have participated in relevant co-funded projects with Electric Power Research Institute (“EPRI”). Such co-funding has enabled FPL and Gulf to gain the learnings from larger research projects at a fraction of the total cost. In 2020, FPL continued its access to gather learnings from EPRI’s on-going readiness assessment of multiple technologies in various stages of development which enables comparisons among these technologies. FPL also began evaluation of smart electrical load centers, circuit breakers and relays. Gulf continued its participation in EPRI’s Sustainable and Holistic Integration of Energy Storage and Solar PV (“SHINES”) project which is focused on design, development and demonstration of end-to-end grid integration of energy storage and load management with PV generation.

### **FPL Cogeneration & Small Power Production**

The objective of this program is to facilitate cogeneration and small power production facilities. In 2020, there were purchases from 16 facilities which produced summer demand of 594 MW, winter demand of 593 MW and 1,239 GWh.