

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Staff's First Data Request

2016 FEECA Report Data Collection

Docket No. 160000-OT - Undocketed Filings

(Orlando Utilities Commission)

Filed: May 27, 2016

ORLANDO UTILITIES COMMISSION RESPONSES TO STAFF'S

FIRST DATA REQUEST

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

2016 FEECA Report Data Collection Orlando Utilities Commission First Data Request

1. For each DSM program offered during 2015, please provide the implementation date for each of the new modified program approved by the Commission for the recent goal period and the termination date for each retired program approved under the prior goal period.

OUC Response:

Current Programs	Implementation Date
Residential Home Energy Survey Program – Walk-Through, DVD, and On-Line	1/1/2015
Residential Duct Repair/Replacement Rebate Program	1/1/2015
Residential Ceiling Insulation Upgrade Rebate Program	1/1/2015
Residential Window Film/Solar Screen Rebate Program	1/1/2015
Residential High Performance Windows Rebate Program	1/1/2015
Residential Efficient Electric Heat Pump Rebate Program	1/1/2015
Residential New Home Rebate Program	1/1/2015
Residential Efficiency Delivered Program	1/1/2015
Commercial Energy Audits Program	1/1/2015
Commercial Efficient Electric Heat Pump Rebate Program	1/1/2015
Commercial Duct Repair/Replacement Rebate Program	1/1/2015
Commercial Window Film/Solar Screen Rebate Program	1/1/2015
Commercial Ceiling Insulation Rebate Program	1/1/2015
Commercial Cool/Reflective Roof Rebate Program	1/1/2015
Commercial Indoor Lighting Rebate	1/1/2015
Commercial Indoor Lighting Billed Solution	1/1/2015
Commercial Custom Incentive Programs	1/1/2015
City of Orlando LED Streetlight Retrofit	1/1/2015

Retired Programs	Retired
Residential Compact Fluorescent Lighting	1/1/2015
Residential Wall Insulation	1/1/2015
Residential Caulking and Weather-stripping*	1/1/2015
Home Energy Fix-Up*	1/1/2015
Billed Solution Insulation*	1/1/2015

*Note: The Home Energy Fix-up, Residential Caulking and Weather-stripping and Billed Solution Insulation programs were combined into the current Efficiency Delivered Program.

2. Please provide OUC's methodology for calculating the Total Residential Winter Peak demand kW Reduction, Summer Peak demand kW Reduction, and MWh Energy Reduction. Staff was not able to replicate the totals listed in Table 3-1, by adding each program's Program Total at Generator. Please reconcile this difference.

OUC Response:

The wrong Table 3-16 (Efficiency Delivered) was used in the report. Attached (Attachment 1) is a revised Table 3-16 and the figures in Table 3-1 match the sum of the table contained in the original filed report.

Program (@ the Generator)	Summer KW	Winter KW	kWh Savings	Number of Participants	Summer KW Total	Winter KW Total	kWh Total
R Survey Walk Through	0.00	0.00	273	804	0	0	219,589
MF Survey Walk Through	0.00	0.00	208	344	0	0	71,566
R Survey Video and DVDs	0.00	0.00	136	24	0	0	3,239
MF Survey Video and DVDs	0.00	0.00	104	10	0	0	1,060
R Survey On-line	0.00	0.00	136	921	0	0	125,384
MF Survey On-line	0.00	0.00	104	395	0	0	41,020
(note: the above energy audits are not counted toward goal achievement)							
Duct Repair	0.23	0.30	318	367	84	112	116,705
Ceiling Insulation Upgrade	0.18	0.33	477	125	23	42	59,626
Window Film or Solar Screen	0.04	-0.01	111	36	1	0	3,989
High Performance Windows	0.38	0.23	810	188	72	44	152,370
R Heat Pump (Weighted Average)	0.23	0.13	442.62	1057	245	140	467,850
R New Home (formerly known as Gold Ring)	0.92	1.05	1365	0	0	0	-
R Efficiency Delivered (Corrected)	0.12	0.18	245	181	21	32	44,307
Total	These match Table 3-1 in Report				447	369	844,846
R Efficiency Delivered (Wrong)	0.25	0.37	502.1	149	37	55	74,813
The wrong information was used in Table 3-16 that was included in the submitted Report.							

2. Please provide OUC's calculations and methodology approach in calculating your Total Commercial/Industrial Winter Peak demand kW Reduction, Summer Peak demand kW Reduction, and MWh Energy Reduction. Staff was not able to replicate the totals listed in Table 3-2, by adding each individual program 's Program Total at Generator. Please reconcile this difference.

OUC Response:

The last four programs in this table comprise the remainder of the Totals in Table 3-2 contained in the filing.

Program (@ the Generator)	Summer KW	Winter KW	kWh Savings	Number of Participants	Summer KW Total	Winter KW Total	kWh Total
C Energy Audit	0.15	0.15	882	45	6.97	6.97	39,676
(note: Energy Audits are not counted toward goal achievement)							
C Heat Pump (Weighted Average)	0.29	0.17	571.58	10	3	2	5716
C Duct Repair	0.23	0.30	390.00	4	0.92	1.22	1,560
C Window Film or Solar Screen	0.00009	-0.00003	0.43517	11,456	1.05	-0.31	4,985
C Ceiling Insulation Upgrade	0.00009	0.00017	0.11533	257,236	23.25	42.76	29,667
C Cool Reflective Roof	0.00133	0.00000	3.13154	806,404	1074.80	0.00	2,525,286
C Indoor Lighting Billed Solution				5	13.13	13.13	55,817
C Indoor Lighting Rebate (New)				10	50.51	50.51	331,410
C Custom C/I Incentive				14	1014.31	262.24	8,918,479
LED Street Light Project				City of Orlando	0.00	372	1,494,108
Total					2,181	743	13,367,027
(Commercial totals match Table 3-2 but the last four programs were not included in Report) As noted in Table 3-2 in the filed Conservation Report these four programs are included in the totals.							

4. For the following programs, please describe the company's assessment on why it did not achieve the projected participation levels for 2015. Also, please describe any efforts OUC is implementing to increase future participation levels.

- a. Residential Home Energy Walk-Through Survey, page 3-4. For 2015, OUC projected 1,487 participants and achieved 804.

OUC Response:

OUC launched initiatives that have helped customers take control of their usage over the last two years. This includes upgrading its on-line home energy audit and providing an online electric consumption dashboard. In 2015, 1316 customers took the online survey, an increase of about 40% from the previous year and above the projected number of participants. The new online usage dashboard (provided by Exceleton) provides customers with hourly consumption information and also offers usage alerts via email. The dashboard has been accessed by

over 25,585 customers. In February of 2016, OUC started to send out bi-monthly Energy and Water reports (provided by Schneider Electric) via mail or email to 68,351 customers meant to motivate and educate customers to take advantage of additional tips, OUC programs and online tools such as: An Assessment and Planning Tool, Money Saving Tips and Plan the Ideal Upgrade Project at: www.oucsavingtool.com . These reports illustrate how their home's energy and water use compares to similar homes, provides a 12 month histogram of their energy use, savings tips, links to videos and the online tools mentioned above. The intent is to strengthen customer's engagement in conservation and participate in various OUC programs for longer lasting energy savings (other than just the behavioral energy savings).

These initiatives are meant to provide convenient information and helpful tips that have likely led to a decrease in requests. In hindsight, the projected participation was probably set too high given these new more convenient initiatives that help offset the demand for walk-through surveys.

- b. Residential Home Energy DVD Survey, page 3-6. For 2015, OUC projected 605 participants and achieved 24 participants.

OUC Response:

Again, OUC's on-line tools and usage dashboard may have shifted demand. In the case of the DVDs, OUC offers the same video content online at: <http://www.ouc.com/residential/save-energy-water-money/conservation-videos> . In 2015, this page had 743 unique sessions by 634 unique users. OUC's major focus is on providing information that will help customers control their electric and water consumption and participate in OUC's conservation programs through multiple channels. Streaming video and on Demand service options have blunted customer desire for DVDs in general across industries. In hindsight, the projected participation was probably set too high given these new initiatives and changes in consumer behavior.

- c. Commercial Energy Audit Program, page 3-17. For 2015, OUC projected 130 participants and achieved 45 participants.

OUC Response:

Demand has been low for the Commercial Energy Audit. OUC has seen no obvious reason for the low participation, but OUC intends to increase marketing for its Commercial conservation programs this summer and that is expected to increase not only audits but also program participation for longer lasting savings. In 2015, OUC promoted the Business Energy Advisor (<https://ouc.bizenergyadvisor.com>)– a new online tool to help businesses in various industries find ways to save. It had 3,813 unique visitors in 2015. OUC will leverage this tool to help promote programs and services like the Commercial Energy Audit.

Respectfully submitted,



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Attachment 1

Program Name:	Residential Efficiency Delivered (Energy Fix-up)
Program Start Date:	2015
Measure:	Residential Efficiency Delivered (Energy Fix-up)
Reporting Period:	2015

A	B	C	D	E	F	G	H	I	J
Calendar Year	Total Number of Customers	Total Number of Eligible Customers	Projected Annual Average Number of Program Participants	Projected Cumulative Number of Program Participants	Projected Cumulative Penetration Level % (E/C*100)	Actual Annual Number of Program Participants	Actual Cumulative Number of Program Participants	Actual Cumulative Penetration Level % (H/C*100)	Actual Participation Over (Under) Projected Participants (H-E)
2015	178,175	49,889	197	197	0.39%	181	181	0.36%	(16)
2016	180,072	50,420	197	394	0.78%				
2017	182,576	51,121	197	591	1.16%				
2018	186,300	52,164	197	788	1.51%				
2019	190,664	53,386	197	985	1.85%				
2020	195,606	54,770	197	1,182	2.16%				
2021	202,273	56,637	197	1,379	2.43%				
2022	209,055	58,535	197	1,576	2.69%				
2023	216,001	60,480	197	1,773	2.93%				
2024	222,589	62,325	197	1,970	3.16%				

Eligibility Level	28.0%
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Annual Demand and Energy Savings	Per Installation		Program Total	
	@meter	@generator	@meter	@generator
Summer kW Reduction	0.11	0.12	21	21
Winter kW Reduction	0.17	0.18	31	32
kWh Reduction	235.60	244.79	42,644	44,307

Costs	Per Participant	Program Total
Utility Nonrecurring Cost	\$147	\$26,641
Utility Recurring Cost	\$0	\$0
Utility Nonrecurring Rebate	\$341	\$61,678
Utility Recurring Rebate	\$0	\$0

Annual Benefits = $B_{npv} \times d / [1 - (1+d)^{-n}] = (\$504,488)$

where:

- B_{npv} = cumulative present value of the net benefits over the life of the program for measures installed during the reporting period
- $d = 5.5\%$ = discount rate (utility's after tax cost of capital)
- $n = 10$ = life of the program

The Annual Benefits calculation is based on the Total Resource Cost (TRC) test results presented in OUC's 2015 DSM Plan [approved by Consummating Order issued September 8, 2015 (Order No. PSC-15-0359-CO-EG)] and utilizes the 5.5% discount rate and 10-year program life, consistent with the TRC calculations presented in OUC's 2015 DSM Plan.

DATA SOURCE:	
Summer kW Reduction	According to "FINAL 2010 OUC DSM Plan.doc", e-mailed by Brad Kushner on 01/25/11 at 10:33 am.
Winter kW Reduction	According to "FINAL 2010 OUC DSM Plan.doc", e-mailed by Brad Kushner on 01/25/11 at 10:33 am.
kWh Reduction	According to "FINAL 2010 OUC DSM Plan.doc", e-mailed by Brad Kushner on 01/25/11 at 10:33 am.
Utility Nonrecurring Cost	According to "Program Savings Spreadsheet 2-14-2011.xls", e-mailed by Tom Gross on 02/14/2011 at 2:16 pm.
Utility Recurring Cost	N/A
Utility Nonrecurring Rebate (Program Total)	According to "Annual Conservation Activities 2010.xls", emailed by Tom Gross on 01/28/2011 - 3:19 PM CST
Utility Recurring Rebate	N/A
Actual Annual Number of Program Participants	According to "Annual Conservation Activities 2010.xls", emailed by Tom Gross on 01/28/2011 - 3:19 PM CST
Projected Annual Average Number of Program Participants	According to "FINAL 2010 OUC DSM Plan.doc", e-mailed by Brad Kushner on 01/25/11 at 10:33 am.
Total Number of Customers	According to "FY2012OUC_STC_BPE_CUST_SALES.xls", e-mailed by Brad Kushner on 02/16/11 at 2:44 pm.
Total Number of Eligible Customers	Based on "DRAFT Program Savings Spreadsheets 2010.xlsx" e-mailed by Brad Kushner on 01/31/11 at 12:42 pm. Per R. Halley testimony in DSM Goals dockets, ~ 55% of OUC's residential customers are multi-family, and ~ 40% of OUC's residential customers have household incomes less than \$35,000. Assuming higher percent of low income customers are multi-family than OUC's total customer base (i.e. 70%), apply 70% to 40% to arrive at 28% eligibility.