

Writer's E-Mail Address: bkeating@gunster.com

August 9, 2018

VIA E-PORTAL – ELECTRONIC FILING

Ms. Carlotta Stauffer
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

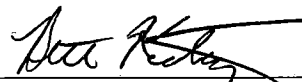
Re: Docket No. 20180002-EG – Energy Conservation Cost Recovery Clause

Dear Ms. Stauffer:

Attached for electronic filing, please find Florida Public Utilities Company's Petition for Approval of Conservation Factors, along with the Direct Testimony and Exhibit DNBM-1 of Ms. Danielle Mulligan.

Should you have any questions whatsoever, please do not hesitate to contact me. Thank you for your assistance in this matter.

Sincerely,



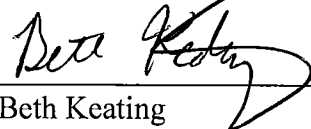
Beth Keating
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215 South Monroe St., Suite 618
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MEK

5. The total projected energy conservation costs, on a consolidated basis, that the Company seeks to recover during the twelve month period ending December 2019, are \$653,441. As such, the Company asks for approval of a consolidated levelized conservation cost recovery factor for this period of \$.00097 per KWH, which is appropriate based upon projected sales for the same period.

WHEREFORE, FPUC respectfully requests that the Commission enter an Order approving the Company's requested conservation cost recovery factor to be applied to customers' bills for the period January 2019 through December 2019.

RESPECTFULLY SUBMITTED this 9th day of August, 2018.



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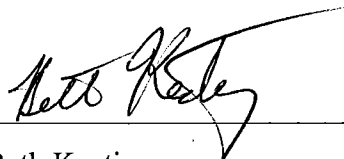
Attorneys for Florida Public Utilities Company

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by Electronic Mail to the following parties of record this 9th day of August, 2018, along with the referenced Testimony and Exhibit of Ms. Mulligan:

<p>Florida Public Utilities Company Mike Cassel 1750 S 14th Street, Suite 200 Fernandina Beach, FL 32034 mcassel@fpuc.com</p>	<p>Jon C. Moyle, Jr. Moyle Law Firm 118 North Gadsden St. Tallahassee, FL 32301 jmoyle@moylelaw.com</p>
<p>Margo DuVal Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399 mduval@psc.state.fl.us</p>	<p>Office of Public Counsel J.R. Kelly/Charles Rehwinkel/Patricia Christensen, Esq. c/o The Florida Legislature 111 West Madison Street, Room 812 Tallahassee, FL 32399-1400 Kelly.JR@leg.state.fl.us christensen.patty@leg.state.fl.us Rehwinkel.Charles@leg.state.fl.us</p>
<p>Paula K. Brown Tampa Electric Company P.O. Box 111 Tampa, FL 33601-0111 regdept@tecoenergy.com</p>	<p>Dianne M. Triplett Duke Energy, Inc. P.O. Box 14042 St. Petersburg, FL 33733-4042 dtriplett@duke-energy.com</p>
<p>Matthew Bernier Duke Energy, Inc. 106 E. College Ave., Suite 800 Tallahassee, FL 32301 Matthew.Bernier@duke-energy.com</p>	<p>James D. Beasley J. Jeffry Wahlen Ausley & McMullen P.O. Box 391 Tallahassee, FL 32302 jbeasley@ausley.com jwahlen@ausley.com</p>
<p>Russell A. Badders Steven R. Griffin Beggs & Lane P.O. Box 12950 Pensacola, FL 32591-2950 srg@beggslane.com rab@beggslane.com</p>	<p>Ken Rubin Joel Baker Florida Power & Light Company 700 Universe Boulevard Juno Beach, FL 33408-0420 Ken.rubin@fpl.com Joel.baker@fpl.com</p>
<p>Mr. Ken Hoffman 215 South Monroe Street, Suite 810 Tallahassee, FL 32301-1858</p>	<p>Robert Scheffel Wright, Esq//John T. LaVia, c/o Gardner Law Firm 1300 Thomaswood Drive</p>

<u>ken.hoffman@fpl.com</u>	Tallahassee, FL 32308 <u>schef@gbwlegal.com</u> <u>jlavia@gbwlegal.com</u>
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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 20180002-EG - In Re: Energy Conservation Cost Recovery
Clause

DIRECT TESTIMONY OF DANIELLE N.B. MULLIGAN

On behalf of

Florida Public Utilities Company

Q. Please state your name, occupation and business address.

A. My name is Danielle Mulligan. I am the Marketing and Conservation Manager for Florida Public Utilities Company. My business address is 450 S. Charles Richard Beall Blvd, DeBary, Florida 32713.

Q. Describe briefly your background and business experience?

A. I graduated from the University of Phoenix in 2003 with a Bachelor of Science in Business Marketing. I have been employed by FPUC since 2010, initially serving as an Energy Conservation Representative for three years before being promoted to the position of Marketing Manager. On June 1, 2017, I was given the additional responsibility of overseeing the Energy Conservation department, which entails management of the Company's electric and gas conservation programs to ensure compliance with all Florida Public Service Commission (FPSC) rules as it pertains to Energy Conservation programs. I am also involved in the preparation of various conservation program related regulatory filings.

Q. Are you familiar with the electric conservation programs of the Company and costs which have been, and are projected to be, incurred?

A. Yes.

1 **Q. What is the purpose of your testimony in this docket?**

2 A. To describe generally the expenditures made and projected to be made in
3 implementing, promoting, and operating the Company's electric conservation
4 programs. This will include recoverable costs incurred in January through
5 June 2018 and projections of program costs to be incurred from July through
6 December 2018. It will also include projected electric conservation costs for
7 the period January through December 2019, with a calculation of the
8 Conservation Adjustment Factor to be applied to the Company's consolidated
9 electric customers' bills during the collection period of January 1, 2019
10 through December 31, 2019.

11 **Q. Are there any exhibits that you wish to sponsor in this proceeding?**

12 A. Yes. The Company wishes to sponsor as exhibits Schedules C-1, C-2, C-3, C-
13 4, C-5, contained in my composite Exhibit DNBM-1.

14 **Q. Has the Company prepared summaries of its electric conservation
15 programs and the costs associated with these programs?**

16 A. Yes. Summaries of the electric conservation programs as approved in Docket
17 No. 150089-EG, the petition for approval of the demand-side management
18 plan, are contained in Schedule C-5 of Exhibit DNBM-1. Included are the
19 Residential Energy Survey Program, the Residential Heating and Cooling
20 Efficiency Program, the Commercial Heating and Cooling Efficiency
21 Program, the Commercial Chiller Upgrade Program, the Electric Conservation
22 Demonstration and Development Program, the Low Income Energy Outreach
23 Program, the Commercial Reflective Roof Program and the Commercial

1 Energy Consultation Program.

2 **Q. What is the status of the Company's Distributed Battery Technology Pilot**
3 **program that you described in your testimony submitted with the**
4 **Company's 2017 Projection filing in Docket No. 20170002-EG?**

5 A. The pilot is expected to launch during the third quarter of 2018 to test the
6 viability of using battery storage technology to improve customer's electric
7 system reliability and resiliency. In addition, the pilot will test whether the
8 technology can be used to lower FPU's power supply cost and test the viability
9 of using storage batteries to integrate renewables into FPUC's power purchase
10 portfolio. The Company projects \$41,300 will be spent on the Distributed
11 Battery Technology Pilot program in 2019.

12 **Q. Has the Company prepared schedules that show the expenditures**
13 **associated with its electric conservation programs for the periods you**
14 **have mentioned?**

15 A. Yes, Schedule C-3, Pages 1 and 1A of 5, Exhibit DNBM-1 shows actual
16 expenses for the months January through June 2018. Projections for July
17 through December 2018 are also shown on Schedule C-3, Pages 1 and 1A.
18 Projected expenses for the January through December 2019 period are shown
19 on Schedule C-2, Page 1 of 3 of Exhibit DNBM-1.

20 **Q. Has the Company prepared schedules that show revenues for the period**
21 **January through December 2018?**

22 A. Yes. Schedule C-4 shows actual revenues for the months January through
23 June 2018 and projected revenues for July through December 2018 and

1 January through December 2019.

2 **Q. Has the Company prepared a schedule that shows the calculation of its**
3 **proposed Conservation Adjustment Factor to be applied during billing**
4 **periods from January 1, 2019 through December 31, 2019?**

5 A. Yes. Schedule C-1 of Exhibit DNBM-1 shows these calculations. Net
6 program cost estimates for the period January 1, 2019 through December 31,
7 2019 are used. The estimated true-up amount from Schedule C-3 (Page 4 of 5,
8 Line 11) of Exhibit DNBM-1, being an over-recovery, was added to the total
9 of the projected costs for the twelve-month period. The total projected
10 recovery amount, including estimated true-up, was then divided by the
11 projected Retail KWH Sales for the twelve-month period ending December
12 31, 2019. The resulting Conservation Adjustment Factor is shown on
13 Schedule C-1 (Page 1 of 1) of Exhibit DNBM-1.

14 **Q. What is the Conservation Adjustment Factor necessary to recover these**
15 **projected net total costs?**

16 A. The Conservation Adjustment Factor is \$.00097.

17 **Q. Does this conclude your testimony?**

18 A. Yes.

ENERGY CONSERVATION ADJUSTMENT
SUMMARY OF COST RECOVERY CLAUSE CALCULATION

FOR MONTHS January-19 THROUGH December-19

1.	TOTAL INCREMENTAL COSTS (SCHEDULE C-2,PAGE 1, LINE 33)	<u>728,800</u>
2.	TRUE-UP (SCHEDULE C-3,PAGE 4,LINE 11)	<u>(75,359)</u>
3.	TOTAL (LINE 1 AND LINE 2)	<u>653,441</u>
4.	RETAIL KWH SALES	<u>672,723,829</u>
5.	COST PER KWH	<u>0.00097134</u>
6.	REVENUE TAX MULTIPLIER *	<u>1.00072</u>
7.	ADJUSTMENT FACTOR ADJUSTED FOR TAXES (LINE 5 X LINE 6)	<u>0.00097200</u>
8.	CONSERVATION ADJUSTMENT FACTOR- (ROUNDED TO THE NEAREST .001 CENTS PER KWH)	<u>0.097</u>

COMPANY: FLORIDA PUBLIC UTILITIES COMPANY - CONSOLIDATED ELECTRIC DIVISION

SCHEDULE C-2
PAGE 1 OF 3

ESTIMATED CONSERVATION PROGRAM COSTS

FOR MONTHS January-19 THROUGH December-19

A.	ESTIMATED EXPENSE BY PROGRAM	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
1	Common	40,125	40,125	40,125	40,125	40,125	40,125	40,125	40,125	40,125	40,125	40,125	40,125	481,500
2	Residential Energy Survey Program	8,208	8,208	8,208	8,208	8,208	8,208	8,208	8,208	8,208	8,208	8,208	8,208	98,500
3	Commercial Energy Survey	0	0	0	0	0	0	0	0	0	0	0	0	0
4	Low Income Program	383	383	383	383	383	383	383	383	383	383	383	383	4,600
5	Commercial Heating & Cooling Upgrade	992	992	992	992	992	992	992	992	992	992	992	992	11,900
6	Residential Heating & Cooling Upgrade	3,275	3,275	3,275	3,275	3,275	3,275	3,275	3,275	3,275	3,275	3,275	3,275	39,300
7	Commercial Indoor Efficient Lighting Rebate	0	0	0	0	0	0	0	0	0	0	0	0	0
8	Commercial Window Film Installation Program	0	0	0	0	0	0	0	0	0	0	0	0	0
9	Commercial Chiller Upgrade Program	1,233	1,233	1,233	1,233	1,233	1,233	1,233	1,233	1,233	1,233	1,233	1,233	14,800
10	Solar Water Heating Program	0	0	0	0	0	0	0	0	0	0	0	0	0
11	Solar Photovoltaic Program	0	0	0	0	0	0	0	0	0	0	0	0	0
12	Demonstration and Development	3,442	3,442	3,442	3,442	3,442	3,442	3,442	3,442	3,442	3,442	3,442	3,442	41,300
13	Affordable Housing Builders and Providers	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Commercial Reflective Roof Program	1,167	1,167	1,167	1,167	1,167	1,167	1,167	1,167	1,167	1,167	1,167	1,167	14,000
15	Commercial Energy Consultation	1,908	1,908	1,908	1,908	1,908	1,908	1,908	1,908	1,908	1,908	1,908	1,908	22,900
16														
17														
18	TOTAL ALL PROGRAMS	60,732	60,732	60,732	60,732	60,733	60,733	60,733	60,733	60,733	60,733	60,733	60,733	728,800
19														
20	LESS AMOUNT INCLUDED													
21	IN RATE BASE													
22														
23	RECOVERABLE CONSERVATION													
24	EXPENSES	60,732	60,732	60,732	60,732	60,733	60,733	60,733	60,733	60,733	60,733	60,733	60,733	728,800

EXHIBIT NO. _____
DOCKET NO. 20180002-EG
FLORIDA PUBLIC UTILITIES COMPANY
(DNBM-1)
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COMPANY: FLORIDA PUBLIC UTILITIES COMPANY - CONSOLIDATED ELECTRIC DIVISION

SCHEDULE C-2
PAGE 2 OF 3

ESTIMATED CONSERVATION PROGRAM COSTS PER PROGRAM

FOR MONTHS January-19 THROUGH December-19

PROGRAM NAME	LABOR & PAYROLL	ADVERTISING	LEGAL	OUTSIDE SERVICES	VEHICLE COST	MATERIALS & SUPPLIES	TRAVEL	GENERAL & ADMIN.	INCENTIVES	OTHER	SUB TOTAL	PROGRAM REVENUES	TOTAL
1 Common	225,000	45,000	25,000	150,000	8,000	4,500	22,000	0	0	2,000	481,500	0	481,500
2 Residential Energy Survey Program	70,000	6,000	0	12,000	3,500	1,500	5,000	0	0	500	98,500	0	98,500
3 Commercial Energy Survey	0	0	0	0	0	0	0	0	0	0	0	0	0
4 Low Income Program	1,000	100	0	0	0	3,500	0	0	0	0	4,600	0	4,600
5 Commercial Heating & Cooling Upgrade	500	10,000	0	100	100	100	100	0	1,000	0	11,900	0	11,900
6 Residential Heating & Cooling Upgrade	1,000	10,000	0	100	100	100	3,000	0	25,000	0	39,300	0	39,300
7 Commercial Indoor Efficient Lighting Rebate	0	0	0	0	0	0	0	0	0	0	0	0	0
8 Commercial Window Film Installation Program	0	0	0	0	0	0	0	0	0	0	0	0	0
9 Commercial Chiller Upgrade Program	1,500	10,000	0	0	100	100	100	0	3,000	0	14,800	0	14,800
10 Solar Water Heating Program	0	0	0	0	0	0	0	0	0	0	0	0	0
11 Solar Photovoltaic Program	0	0	0	0	0	0	0	0	0	0	0	0	0
12 Demonstration and Development	3,000	1,000	0	37,000	100	100	100	0	0	0	41,300	0	41,300
13 Affordable Housing Builders and Providers	0	0	0	0	0	0	0	0	0	0	0	0	0
14 Commercial Reflective Roof Program	1,000	10,000	0	0	0	0	0	0	3,000	0	14,000	0	14,000
15 Commercial Energy Consultation	15,000	5,000	0	100	1,200	300	1,200	0	0	100	22,900	0	22,900
16													
17													
18													
19 TOTAL ALL PROGRAMS	318,000	97,100	25,000	199,300	13,100	10,200	31,500	0	32,000	2,600	728,800	0	728,800
20 LESS: BASE RATE													
21 RECOVERY													
22 NET PROGRAM COSTS	318,000	97,100	25,000	199,300	13,100	10,200	31,500	0	32,000	2,600	728,800	0	728,800
23													

EXHIBIT NO. _____
DOCKET NO. 20180002-EG
FLORIDA PUBLIC UTILITIES COMPANY
(DNBM-1)
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COMPANY: FLORIDA PUBLIC UTILITIES COMPANY - CONSOLIDATED ELECTRIC DIVISION

SCHEDULE C-2
PAGE 3 OF 3

SCHEDULE OF CAPITAL INVESTMENT, DEPRECIATION & RETURN

ESTIMATED FOR MONTHS January-19 THROUGH December-19

PROGRAM NAME:	BEGINNING OF PERIOD	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
1. INVESTMENT	NONE													
2. DEPRECIATION BASE														
3. DEPRECIATION EXPENSE														
4. CUMULATIVE INVESTMENT														
5. LESS: ACCUMULATED DEPRECIATION														
6. NET INVESTMENT														
7. AVERAGE NET INVESTMENT														
8. RETURN ON AVERAGE INVESTMENT														
9. EXPANSION FACTOR														
10. RETURN REQUIREMENTS														
11. TOTAL DEPRECIATION EXPENSE AND RETURN REQUIREMENT														NONE

EXHIBIT NO. _____
DOCKET NO. 20180002-EG
FLORIDA PUBLIC UTILITIES COMPANY
(DNBM-1)
PAGE 4 OF 20

COMPANY: FLORIDA PUBLIC UTILITIES COMPANY - CONSOLIDATED ELECTRIC DIVISION
 CONSERVATION PROGRAM COSTS

SCHEDULE C-3
 PAGE 1 OF 5

ACTUAL FOR MONTHS ESTIMATED FOR MONTHS	January-18 July-18	THROUGH THROUGH	June-18 December-18										
PROGRAM NAME	LABOR & PAYROLL	ADVERTISING	LEGAL	OUTSIDE SERVICES	VEHICLE COST	MATERIALS & SUPPLIES	TRAVEL	GENERAL & ADMIN.	INCENTIVES	OTHER	SUB TOTAL	PROGRAM REVENUES	TOTAL
1. Common													
A. ACTUAL	135,156	18,705	3,336	44,379	4,565	2,074	13,857	0	0	4,040	226,113	0	226,113
B. ESTIMATED	132,500	22,500	5,000	7,500	3,250	3,000	16,000	0	0	6,100	195,850	0	195,850
C. TOTAL	267,656	41,205	8,336	51,879	7,815	5,074	29,857	0	0	10,140	421,963	0	421,963
2. Residential Energy Survey Program													
A. ACTUAL	24,793	3,850	0	7,654	1,214	454	2,435	0	0	164	40,562	0	40,562
B. ESTIMATED	30,000	2,550	0	10,000	1,500	750	5,000	0	0	2,500	52,300	0	52,300
C. TOTAL	54,793	6,400	0	17,654	2,714	1,204	7,435	0	0	2,664	92,862	0	92,862
3. Commercial Energy Survey													
A. ACTUAL	0	0	0	0	0	0	0	0	0	0	0	0	0
B. ESTIMATED	0	0	0	0	0	0	0	0	0	0	0	0	0
C. TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
4. Low Income Program													
A. ACTUAL	0	0	0	0	0	0	0	0	0	0	0	0	0
B. ESTIMATED	350	0	0	7,500	50	250	100	0	0	0	8,250	0	8,250
C. TOTAL	350	0	0	7,500	50	250	100	0	0	0	8,250	0	8,250
5. Commercial Heating & Cooling Upgrade													
A. ACTUAL	248	1,228	0	94	10	7	12	0	0	1	1,601	0	1,601
B. ESTIMATED	50	5,000	0	0	0	0	0	0	500	0	5,550	0	5,550
C. TOTAL	298	6,228	0	94	10	7	12	0	500	1	7,151	0	7,151
6. Residential Heating & Cooling Upgrade													
A. ACTUAL	322	4,052	0	94	13	2	2,937	0	5,975	0	13,395	0	13,395
B. ESTIMATED	1,000	3,000	0	0	75	50	150	0	15,000	50	19,325	0	19,325
C. TOTAL	1,322	7,052	0	94	88	52	3,087	0	20,975	50	32,720	0	32,720
7. Commercial Indoor Efficient Lighting Rebate													
A. ACTUAL	0	0	0	0	0	0	0	0	0	0	0	0	0
B. ESTIMATED	0	0	0	0	0	0	0	0	0	0	0	0	0
C. TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
SUB-TOTAL ACTUAL	160,519	27,835	3,336	52,222	5,802	2,536	19,241	0	5,975	4,204	281,671	0	281,671
SUB-TOTAL ESTIMATED	163,900	33,050	5,000	25,000	4,875	4,050	21,250	0	15,500	8,650	281,275	0	281,275
LESS: PRIOR YEAR AUDIT ADJ.													
ACTUAL											0		0
ESTIMATED													
TOTAL													
NET PROGRAM COSTS	SEE PAGE 1A												

EXHIBIT NO. _____
 DOCKET NO. 20180002-EG
 FLORIDA PUBLIC UTILITIES COMPANY
 (DNBM-1)
 PAGE 5 OF 20

COMPANY: FLORIDA PUBLIC UTILITIES COMPANY - CONSOLIDATED ELECTRIC DIVISION
 CONSERVATION PROGRAM COSTS

SCHEDULE C-3
 PAGE 1A OF 5

PROGRAM NAME	ACTUAL FOR MONTHS ESTIMATED FOR MONTHS	January-18 July-18	THROUGH THROUGH	June-18 December-18							SUB TOTAL	PROGRAM REVENUES	TOTAL	
		LABOR & PAYROLL	ADVERTISING	LEGAL	OUTSIDE SERVICES	VEHICLE COST	MATERIALS & SUPPLIES	TRAVEL	GENERAL & ADMIN.	INCENTIVES	OTHER			
8. Commercial Window Film Installation Program														
A. ACTUAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B. ESTIMATED	0	0	0	0	0	0	0	0	0	0	0	0	0	0
C. TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9. Commercial Chiller Upgrade Program														
A. ACTUAL	0	1,228	0	0	0	0	0	0	0	0	0	1,228	0	1,228
B. ESTIMATED	3,000	5,000	0	0	175	50	500	0	500	50	50	9,275	0	9,275
C. TOTAL	3,000	6,228	0	0	175	50	500	0	500	50	50	10,503	0	10,503
10. Solar Water Heating Program														
A. ACTUAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B. ESTIMATED	0	0	0	0	0	0	0	0	0	0	0	0	0	0
C. TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11. Solar Photovoltaic Program														
A. ACTUAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B. ESTIMATED	0	0	0	0	0	0	0	0	0	0	0	0	0	0
C. TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12. Demonstration and Development														
A. ACTUAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B. ESTIMATED	2,500	0	0	34,250	125	75	500	0	0	50	50	37,500	0	37,500
C. TOTAL	2,500	0	0	34,250	125	75	500	0	0	50	50	37,500	0	37,500
13. Affordable Housing Builders and Providers														
A. ACTUAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B. ESTIMATED	0	0	0	0	0	0	0	0	0	0	0	0	0	0
C. TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14. Commercial Reflective Roof Program														
A. ACTUAL	0	2,212	0	0	0	0	0	0	0	0	0	2,212	0	2,212
B. ESTIMATED	2,250	5,000	0	0	75	50	400	0	2,500	50	50	10,325	0	10,325
C. TOTAL	2,250	7,212	0	0	75	50	400	0	2,500	50	50	12,537	0	12,537
15. Commercial Energy Consultation														
A. ACTUAL	1,275	515	0	94	52	16	188	0	0	2	2	2,140	0	2,140
B. ESTIMATED	12,500	50	0	7,500	600	250	2,000	0	0	150	150	23,050	0	23,050
C. TOTAL	13,775	565	0	7,594	652	266	2,188	0	0	152	152	25,190	0	25,190
TOTAL ACTUAL	161,793	31,790	3,336	52,317	5,854	2,552	19,429	0	5,975	4,206	4,206	287,251	0	287,251
TOTAL ESTIMATED	184,150	43,100	5,000	66,750	5,850	4,475	24,650	0	18,500	8,950	8,950	361,425	0	361,425
LESS: PRIOR YEAR AUDIT ADJ. ACTUAL ESTIMATED TOTAL												0	0	0
NET PROGRAM COSTS		345,943	74,890	8,336	119,067	11,704	7,027	44,079	0	24,475	13,156	648,676	0	648,676

COMPANY: FLORIDA PUBLIC UTILITIES COMPANY - CONSOLIDATED ELECTRIC DIVISION
 SCHEDULE OF CAPITAL INVESTMENT, DEPRECIATION AND RETURN

SCHEDULE C-3
 PAGE 2 OF 5

ACTUAL FOR MONTHS ESTIMATED FOR MONTHS
 January-18 July-18 THROUGH THROUGH June-18 December-18

	BEGINNING OF PERIOD	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
1. INVESTMENT	NONE													
2. DEPRECIATION BASE														
3. DEPRECIATION EXPENSE														
4. CUMULATIVE INVESTMENT														
5. LESS: ACCUMULATED DEPRECIATION														
6. NET INVESTMENT														
7. AVERAGE NET INVESTMENT														
8. RETURN ON AVERAGE INVESTMENT														
9. EXPANSION FACTOR														
10. RETURN REQUIREMENTS														
11. TOTAL DEPRECIATION EXPENSE AND RETURN REQUIREMENT														NONE

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COMPANY: FLORIDA PUBLIC UTILITIES COMPANY - CONSOLIDATED ELECTRIC DIVISION
 CONSERVATION PROGRAM COSTS

SCHEDULE C-3
 PAGE 3 OF 5

ACTUAL FOR MONTHS ESTIMATED FOR MONTHS
 January-18 THROUGH June-18
 July-18 THROUGH December-18

A. ESTIMATED EXPENSE BY PROGRAM	ACTUAL						TOTAL ACTUAL	ESTIMATED						TOTAL ESTIMATED	GRAND TOTAL
	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE		JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER		
1 CV610 Common	32,031	41,300	31,117	34,710	40,881	46,073	226,113	32,642	32,642	32,642	32,642	32,642	32,642	195,850	421,963
2 CV613 Residential Energy Survey Program	7,542	10,123	9,664	5,656	3,665	3,913	40,562	8,717	8,717	8,717	8,717	8,717	8,717	52,300	92,862
3 CV616 Commercial Energy Survey	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4 CV617 Low Income Program	0	0	0	0	0	0	0	1,375	1,375	1,375	1,375	1,375	1,375	8,250	8,250
5 CV618 Commercial Heating & Cooling Upgrade	487	332	166	166	260	191	1,601	925	925	925	925	925	925	5,550	7,151
6 CV619 Residential Heating & Cooling Upgrade	1,516	1,383	1,487	4,894	1,089	3,025	13,395	3,221	3,221	3,221	3,221	3,221	3,221	19,325	32,720
7 CV621 Commercial Indoor Efficient Lighting Rebate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8 CV622 Commercial Window Film Installation Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9 CV623 Commercial Chiller Upgrade Program	209	332	166	166	166	191	1,228	1,546	1,546	1,546	1,546	1,546	1,546	9,275	10,503
10 CV624 Solar Water Heating Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11 CV625 Solar Photovoltaic Program	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12 CV626 Demonstration and Development	0	0	0	0	0	0	0	6,250	6,250	6,250	6,250	6,250	6,250	37,500	37,500
13 CV627 Affordable Housing Builders and Providers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14 CV628 Commercial Reflective Roof Program	1,192	332	166	166	166	191	2,212	1,721	1,721	1,721	1,721	1,721	1,721	10,325	12,537
15 CV629 Commercial Energy Consultation	272	0	0	805	588	475	2,140	3,842	3,842	3,842	3,842	3,842	3,842	23,050	25,190
16							0							0	0
17 Prior period audit adj.							0							0	0
18							0							0	0
19															
20															
21 TOTAL ALL PROGRAMS	43,248	53,803	42,765	46,562	46,815	54,058	287,251	60,238	60,238	60,238	60,238	60,238	60,238	361,425	648,676
22															
23 LESS AMOUNT INCLUDED															
24 IN RATE BASE															
25															
26 RECOVERABLE CONSERVATION															
27 EXPENSES	43,248	53,803	42,765	46,562	46,815	54,058	287,251	60,238	60,238	60,238	60,238	60,238	60,238	361,425	648,676

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COMPANY: FLORIDA PUBLIC UTILITIES COMPANY - CONSOLIDATED ELECTRIC DIVISION
 ENERGY CONSERVATION ADJUSTMENT
 CALCULATION OF TRUE UP AND INTEREST PROVISION

SCHEDULE C-3
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ACTUAL FOR MONTHS ESTIMATED FOR MONTHS	January-18	THROUGH	June-18													
	July-18	THROUGH	December-18	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
B. CONSERVATION REVENUES																
1. RCS AUDIT FEES																
a.																
b.																
c.																
2. CONSERVATION ADJ REVENUE (NET OF REVENUE TAXES)	(63,940)	(49,968)	(41,403)	(44,349)	(43,727)	(60,694)	(69,683)	(69,664)	(67,969)	(56,642)	(47,297)	(47,081)	(662,417)			
3. TOTAL REVENUES	(63,940)	(49,968)	(41,403)	(44,349)	(43,727)	(60,694)	(69,683)	(69,664)	(67,969)	(56,642)	(47,297)	(47,081)	(662,417)			
4. PRIOR PERIOD TRUE-UP-ADJ NOT APPLICABLE TO PERIOD	(5,004)	(5,004)	(5,004)	(5,004)	(5,004)	(5,004)	(5,004)	(5,004)	(5,004)	(5,004)	(5,004)	(4,998)	(60,042)			
5. CONSERVATION REVENUES APPLICABLE TO PERIOD	(68,944)	(54,972)	(46,407)	(49,353)	(48,731)	(65,698)	(74,687)	(74,668)	(72,973)	(61,646)	(52,301)	(52,079)	(722,459)			
6. CONSERVATION EXPENSES (FORM C-3, PAGE 3)	43,248	53,803	42,765	46,562	46,815	54,058	60,238	60,238	60,238	60,238	60,238	60,238	648,676			
7. TRUE-UP THIS PERIOD	(25,696)	(1,169)	(3,642)	(2,791)	(1,916)	(11,640)	(14,450)	(14,431)	(12,736)	(1,408)	7,937	8,159	(73,783)			
8. INTEREST PROVISION THIS PERIOD (C-3, PAGE 5)	(88)	(104)	(112)	(117)	(113)	(119)	(137)	(153)	(168)	(171)	(158)	(136)	(1,576)			
9. TRUE-UP & INTEREST PROVISION	(60,042)	(80,822)	(77,091)	(75,840)	(73,745)	(70,770)	(77,525)	(87,107)	(96,687)	(104,586)	(101,162)	(88,379)	(60,042)			
10. PRIOR TRUE-UP REFUNDED (COLLECTED)	5,004	5,004	5,004	5,004	5,004	5,004	5,004	5,004	5,004	5,004	5,004	4,998	60,042			
11. END OF PERIOD TOTAL NET TRUE- UP (SUM OF LINES 7,8,9,10)	(80,822)	(77,091)	(75,840)	(73,745)	(70,770)	(77,525)	(87,107)	(96,687)	(104,586)	(101,162)	(88,379)	(75,359)	(75,359)			

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COMPANY: FLORIDA PUBLIC UTILITIES COMPANY - CONSOLIDATED ELECTRIC DIVISION
ENERGY CONSERVATION ADJUSTMENT
CALCULATION OF TRUE UP AND INTEREST PROVISION

SCHEDULE C-3
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ACTUAL FOR MONTHS January-18 THROUGH June-18
ESTIMATED FOR MONTHS July-18 THROUGH December-18

	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
C. INTEREST PROVISION													
1. BEGINNING TRUE-UP (LINE B-9)	(60,042)	(80,822)	(77,091)	(75,840)	(73,745)	(70,770)	(77,525)	(87,107)	(96,687)	(104,586)	(101,162)	(88,379)	(75,359)
2. ENDING TRUE-UP BEFORE INTEREST (LINE B7+B9+B10)	(80,734)	(76,987)	(75,728)	(73,628)	(70,657)	(77,406)	(86,970)	(96,534)	(104,418)	(100,991)	(88,221)	(75,223)	(73,783)
3. TOTAL BEG. AND ENDING TRUE-UP	(140,776)	(157,808)	(152,819)	(149,468)	(144,401)	(148,175)	(164,495)	(183,641)	(201,105)	(205,577)	(189,383)	(163,602)	(149,141)
4. AVERAGE TRUE-UP (LINE C-3 X 50 %)	(70,388)	(78,904)	(76,410)	(74,734)	(72,201)	(74,088)	(82,247)	(91,820)	(100,552)	(102,788)	(94,691)	(81,801)	(74,571)
5. INTEREST RATE-FIRST DAY OF REPORTING BUSINESS MONTH	1.49%	1.50%	1.66%	1.86%	1.90%	1.86%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	
6. INTEREST RATE-FIRST DAY OF SUBSEQUENT BUSINESS MONTH	1.50%	1.66%	1.86%	1.90%	1.86%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	
7. TOTAL (LINE C-5 + C-6)	2.99%	3.16%	3.52%	3.76%	3.76%	3.86%	4.00%	4.00%	4.00%	4.00%	4.00%	4.00%	
8. AVG INTEREST RATE (C-7 X 50%)	1.50%	1.58%	1.76%	1.88%	1.88%	1.93%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	
9. MONTHLY AVERAGE INTEREST RATE	0.125%	0.132%	0.147%	0.157%	0.157%	0.161%	0.167%	0.167%	0.167%	0.167%	0.167%	0.167%	
10. INTEREST PROVISION (LINE C-4 X C-9)	(88)	(104)	(112)	(117)	(113)	(119)	(137)	(153)	(168)	(171)	(158)	(136)	(1,576)

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COMPANY: FLORIDA PUBLIC UTILITIES COMPANY - CONSOLIDATED ELECTRIC DIVISION
 CALCULATION OF CONSERVATION REVENUES

SCHEDULE C-4
 PAGE 1 OF 1

FOR THE PERIOD January-18 THROUGH December-19

MONTH	KWH/THERM SALES (000) (NET OF 3RD PARTY)	CONSERVATION ADJUSTMENT REVENUE (NET OF REVENUE TAXES)	RATE
2018 JANUARY	62,777	63,940	ACTUAL
FEBRUARY	49,057	49,968	ACTUAL
MARCH	40,736	41,403	ACTUAL
APRIL	42,987	44,349	ACTUAL
MAY	43,497	43,727	ACTUAL
JUNE	59,594	60,694	ACTUAL
JULY	68,326	69,683	0.101986
AUGUST	68,308	69,664	0.101985
SEPTEMBER	66,646	67,969	0.101985
OCTOBER	55,539	56,642	0.101986
NOVEMBER	46,376	47,297	0.101986
DECEMBER	46,164	47,081	0.101986
SUB-TOTAL	650,007	662,417	
2019 JANUARY	54,800	53,230	0.097134
FEBRUARY	50,391	48,946	0.097134
MARCH	44,854	43,569	0.097134
APRIL	47,360	46,003	0.097134
MAY	49,479	48,061	0.097134
JUNE	61,568	59,803	0.097134
JULY	67,655	65,716	0.097134
AUGUST	67,801	65,858	0.097134
SEPTEMBER	67,150	65,226	0.097134
OCTOBER	57,700	56,046	0.097134
NOVEMBER	55,839	54,238	0.097134
DECEMBER	48,126	46,746	0.097134
SUB-TOTAL	672,724	653,442	
TOTALS	1,322,731	1,315,859	

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Program

1. Residential Energy Survey Program
2. Commercial Heating and Cooling Upgrade Program
3. Residential Heating and Cooling Upgrade Program
4. Commercial Chiller Upgrade Program
5. Conservation Demonstration and Development Program
6. Low Income Energy Outreach Program
7. Commercial Reflective Roof Program
8. Commercial Energy Consultation Program

PROGRAM TITLE:

Residential Energy Survey Program

PROGRAM DESCRIPTION:

The objective of the Residential Energy Survey Program is to provide FPUC's residential customers with energy conservation advice that encourages the implementation of efficiency measures resulting in energy savings for the customer. These measures, once implemented, also lower FPUC's energy requirements and improve operating efficiencies. FPUC views this program as a way of promoting the installation of cost-effective conservation features. During the survey process, the customer is provided with specific whole-house recommendations and two LED bulbs.

PROGRAM PROJECTIONS:

For the twelve-month period of January to December 2019, the Company estimates that 180 residential surveys will be conducted. Fiscal expenditures for 2019 are projected to be \$98,500.

PROGRAM ACTIVITY AND EXPENDITURES:

From January 2018 through June 2018, 90 surveys were performed and actual expenditures were \$40,562. We estimate that another 90 surveys will be performed between July 2018 and December 2018. For January 2018 through December 2018 the projected expenses are \$92,862.

For January 2019 through December 2019, the goal for the number of program participants is 100.

PROGRAM SUMMARY:

This program provides participating customers with the information needed to determine which energy saving measures are best suited to their individual needs and requirements. We feel confident that by continuing to advertise the benefits of this program through bill inserts, promotional materials, newspaper, and social media, we will continue to see a high participation level in this program.

PROGRAM TITLE:

Commercial Heating and Cooling Upgrade Program

PROGRAM DESCRIPTION:

This program is directed at reducing the rate of growth in peak demand and energy throughout FPUC's commercial sector by providing rebates to small commercial customers (commercial establishments with a maximum of 5 ton units). The program will do this by increasing the saturation of high-efficiency heat pumps and air conditioners. The program requires that customer install a high-efficiency central air conditioning system or heat pump with a minimum 15 SEER.

PROGRAM PROJECTIONS:

For the twelve-month period of January to December 2019, the Company estimates that 10 Commercial Heating and Cooling allowances will be paid. Fiscal expenditures for 2019 are projected to be \$11,900.

PROGRAM ACTIVITY AND EXPENDITURES:

From January 2018 through June 2018, no Commercial Heating and Cooling allowances were paid and actual expenditures were \$1,601. We estimate that 5 Commercial Heating and Cooling allowances will be paid between July 2018 and December 2018. For January 2018 through December 2018 the projected expenses are \$7,151. For January 2019 through December 2019, the goal for the number of program participants is 10.

PROGRAM SUMMARY:

This program provides an opportunity for FPUC commercial customers to install a more energy efficient heating and cooling system with the results being a decrease in energy consumption as well as a reduction in weather-sensitive peak demand for FPUC. We feel confident that by continuing to advertise the benefits of this program through our Energy Survey Program, bill inserts, promotional materials and social media platforms, we will see a higher participation level.

PROGRAM TITLE:

Residential Heating and Cooling Efficiency Upgrade Program

PROGRAM DESCRIPTION:

This program is directed at reducing the rate of growth in peak demand and energy throughout FPUC's electricity service territories. The program will do this by increasing the saturation of high-efficiency heat pumps and central air conditioning systems. The program requires that customer install a high-efficiency central air conditioning system or heat pump with a minimum 15 SEER. The Residential Heating & Cooling Efficiency Upgrade Program focuses in two areas. The first is to incent customers operating inefficient heat pumps and air conditioners to replace them with more efficient units. The program also incents customers with resistance heating to install a new heat pump. The second area of focus for the program is to incent customers that are replacing a heat pump or air conditioner that has reached the end of its life with a more efficient heat pump or air conditioner than is required by codes and standards. The incentive to install a more efficient heat pump or air conditioner also applies to heat pumps and air conditioners being installed in new construction.

PROGRAM PROJECTIONS:

For the twelve-month period of January to December 2019, the Company estimates that 300 Residential Heating and Cooling allowances will be paid. Fiscal expenditures for 2019 are projected to be \$39,300.

PROGRAM ACTIVITY AND EXPENDITURES:

From January 2018 through June 2018, 187 Residential Heating and Cooling allowances were paid and actual expenditures were \$13,395. We estimate that another 110 Residential Heating and Cooling allowances will be paid between July 2018 and December 2018. For January 2018 through December 2018 the projected expenses are \$32,720. For January 2019 through December 2019, the goal for the number of program participants is 100.

PROGRAM SUMMARY:

This program provides an opportunity for FPUC customers' to install a more energy efficient heating and cooling system with the results being a decrease in energy consumption as well as a reduction in weather-sensitive peak demand for FPUC. We feel confident that by continuing to advertise the benefits of this program we will continue to see a high participation level.

PROGRAM TITLE:

Commercial Chiller Upgrade Program

PROGRAM DESCRIPTION:

The program is directed at reducing the rate of growth in peak demand and energy throughout FPUC's commercial/industrial sector. To serve this purpose, this program requires that commercial/industrial customers replace existing chillers with a more efficient system. By doing so, they will qualify for an incentive of up to \$175 per kW of additional savings above the minimum efficiency levels. The program covers water-cooled centrifugal chillers, water-cooled scroll or screw chillers, and air-cooled electric chillers. Minimum qualifications for efficiency exist for each of the chiller types based on size and are presented in the participation standards section of this program description.

PROGRAM PROJECTIONS:

For the twelve-month period of January to December 2019, the Company estimates that 1 Commercial Chiller Upgrade rebate will be paid. Fiscal expenditures for 2019 are projected to be \$14,800.

PROGRAM ACTIVITY AND EXPENDITURES:

From January 2018 through June 2018, no Commercial Chiller Upgrade allowances were paid and actual expenditures were \$1,228. We estimate that 1 Commercial Chiller Upgrade rebate will be paid between July 2018 and December 2018. For January 2018 through December 2018 the projected expenses are \$10,503. For January 2019 through December 2019, the goal for the number of program participants is 1.

PROGRAM SUMMARY:

Interested customers will send project proposals to Florida Public Utilities Company and a representative will schedule an on-site visit for inspection prior to installation. After the project is completed, a Florida Public Utilities Company representative will conduct an on-site inspection. By following the guidelines, the customer will qualify for the rebate.

PROGRAM TITLE:

Conservation Demonstration and Development Program

PROGRAM DESCRIPTION:

The primary purpose of the Conservation Demonstration and Development (CDD) program is to pursue research, development, and demonstration projects that are designed to promote energy efficiency and conservation. This program will supplement and complement the other demand-side management programs offered by Florida Public Utilities Company. The CDD program is meant to be an umbrella program for the identification, development, demonstration, and evaluation of promising new end-use technologies. The CDD program does not focus on any specific end-use technology but, instead, will address a wide variety of energy applications.

PROGRAM PROJECTIONS:

For the twelve-month period of January to December 2019, the Company estimates that they will engage in at least 1 CDD project. Fiscal expenditures for 2019 are projected to be \$41,300.

PROGRAM ACTIVITY AND EXPENDITURES:

From January 2018 through June 2018 actual expenditures were \$0. For January 2018 through December 2018 the projected expenses are \$37,500.

PROGRAM SUMMARY:

Per the Company's 2015 Demand Side Management Plan (approved by ORDER NUMBER PSC-15-0326-PAA-EG), FPUC will notify the Florida Public Service Commission of any CDD project that exceeds \$15,000. FPU wishes to test the viability of using battery storage technology to improve customer's electric system reliability and resiliency (see Exhibit A). In addition, the pilot will test whether the technology can be used to lower FPU's power supply cost and test the viability of using storage batteries to integrate renewables into FPU's power purchase portfolio. Florida Public Utilities Company will limit the total CDD expenditures to a maximum of \$75,000 per year. Costs for CDD projects that meet the program's criteria for acceptance will be charged to Energy Conservation Cost Recovery account.

PROGRAM TITLE:

Low Income Program

PROGRAM DESCRIPTION:

The Low Income Energy Outreach Program is an educational program designed to enhance the effectiveness of existing weatherization programs for low-income households. FPUC's Low Income Energy Outreach Program partners with Department of Economic Opportunity approved Low Income Weatherization Program operators by offering Residential Energy Surveys scheduled by the Low Income Weatherization Program operators, weatherization contractor training, distributing energy efficiency educational literature to participants, and hosting energy conservation events customized for low income households.

PROGRAM PROJECTIONS:

For the twelve-month period of January to December 2019, fiscal expenditures are projected to be \$4,600.

PROGRAM ACTIVITY AND EXPENDITURES:

From January 2018 through June 2018 actual expenditures were \$0. For January 2018 through December 2018 the projected expenses are \$8,250.

PROGRAM SUMMARY:

The main purpose of the Low Income Energy Outreach Program is to ensure that low income households are implementing all the necessary energy efficiency measures available. FPUC believes that by working with Weatherization Program operators, it is not only offering a valuable service to its Low Income residents, but that much needed thermal efficiency and weatherization improvements will be made.

PROGRAM TITLE:

Commercial Reflective Roof Program

PROGRAM DESCRIPTION:

The Commercial Reflective Roof Program is a new program that provides rebates to non-residential customers that either convert their existing roof to a cool roof or install a new cool roof on an existing building or a new building. The rebate covers up to 25% of the incremental cost of providing the cool roof compared to a standard roof. Rebates will be \$0.075 per sqft for new roofs on new or existing facilities and \$0.325 per sqft for roofs converting to a cool roof. Roofing material must be Energy Star certified in all cases. The program will reduce energy and demand required for cooling. Participation rates are measured per 1000 sq. ft. of roof. FPUC will work with roofing contractors to promote the program in a manner similar to the Residential and Commercial Heating & Cooling Upgrade Programs. The roofing contractors will provide copies of their proposal to provide roofing services for FPUC's customers. FPUC will inspect the roof before work begins and after the work is completed. FPUC will make the determination of which level of rebate will apply to the project and that the project qualifies for a rebate by using Energy Star certified materials.

PROGRAM PROJECTIONS:

For the twelve-month period of January to December 2019, the Company estimates that 10 Commercial Reflective Roof allowances will be paid. Fiscal expenditures for 2019 are projected to be \$14,000.

PROGRAM ACTIVITY AND EXPENDITURES:

From January 2018 through June 2018, no commercial roofing rebates were paid and actual expenditures were \$2,212. We estimate that 10 commercial roofing rebates will be paid between July 2018 and December 2018. For January 2018 through December 2018 the projected expenses are \$12,537. For January 2019 through December 2019, the goal for the number of program participants is 10.

PROGRAM SUMMARY:

The program started upon approval of FPUC's 2015 DSM Plan and Program Standards. We feel confident that by advertising the benefits of this program through our Energy Survey Program, bill inserts, promotional materials and social media platforms, we will begin to receive participants in this program.

PROGRAM TITLE:

Commercial Energy Consultation Program

PROGRAM DESCRIPTION:

The Florida Public Utilities Company Commercial Energy Consultation Program is designed to directly communicate the availability of the commercial DSM programs to commercial customers. This program allows for FPUC energy conservation representatives to conduct commercial site visits to educate customers about FPUC's commercial DSM programs, assess the potential for applicable DSM Programs, conduct an electric bill review, offer commercial energy savings suggestions, and inform customer about FPUC's commercial online energy efficiency resources and tools.

PROGRAM PROJECTIONS:

For the twelve-month period of January to December 2019, fiscal expenditures are projected to be \$22,900.

PROGRAM ACTIVITY AND EXPENDITURES:

From January 2018 through June 2018 actual expenditures were \$2,140. For January 2018 through December 2018 the projected expenses are \$25,190.

PROGRAM SUMMARY:

In recent research of commercial/industrial customers, consistent response for areas of improvement from this class of customer include individualized attention and service in helping them improve their cost of operation and efficiency. We have built trusting relationships with many of these customers by offering education on new technologies and by offering expertise in energy conservation. This work will continue to benefit FPUC and its rate payers.

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