



Dianne M. Triplett
DEPUTY GENERAL COUNSEL

December 30, 2019

VIA ELECTRONIC FILING

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

Re: *Duke Energy Florida, LLC's Application for limited proceeding to approve 2017 second revised and restated settlement agreement, including certain rate adjustments*; Docket No. 20170183-EI

Dear Mr. Teitzman:

Enclosed for filing on behalf of Duke Energy Florida, LLC ("DEF") is DEF's Electric Vehicle Charging Station Pilot Program – 2nd Annual Report (December 2019), in accordance with Paragraph 17.f.ii of the 2017 Second Revised and Restated Settlement Agreement, which was approved in Order No. PSC-2017-0451-AS-EU, dated November 20, 2017.

Thank you for your assistance in this matter. Please feel free to call me at (727) 820-4692 should you have any questions concerning this filing.

Sincerely,

/s/ Dianne M. Triplett

Dianne M. Triplett

DMT/cmkn
Enclosure

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished via electronic mail to the following this 30th day of December, 2019.

/s/ Dianne M. Triplett

Attorney

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Duke Energy Florida, LLC
Electric Vehicle Charging Station Pilot Program
2nd Annual Report

December 2019



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EXECUTIVE SUMMARY

Program Background

On November 20, 2017, the Florida Public Service Commission (FL PSC) approved the 2017 Second Revised and Restated Settlement Agreement (2017 RRSSA) with Duke Energy Florida (DEF) that included a provision to allow DEF to initiate a Pilot Program to install, own, and operate electric vehicle service equipment (EVSE) infrastructure within its service territory (EVSE Pilot). The Company will strategically install a foundational level of EV infrastructure to gather information about DEF customer charging behavior and grid impacts of increasing EV adoption within the five (5) year EVSE Pilot through December 2022. The EVSE Pilot Program prescribes installation of equipment across segments and equipment type as shown in Table 1 below and includes the April 2019 FL PSC approval for reallocation of ports (note there was no change to overall minimum number of 530 ports).

Table 1 – FL PSC Segments

Segment	Multi-unit dwellings (MUD)	Workplaces (WPC)	Public Level 2 Long Dwell Level 2	DC Fast Charge
EVSE Technology	Level 2	Level 2	Level 2	DC Fast Charging
Initial Minimum Allocated Ports	325 ports	100 ports	75 ports	30 Units¹
Revised Minimum Ports	210 ports	140 ports	130 ports	50 units
Explanation/Locations	Apartments Condos Dormitories Installed in “Commons Areas”	Small, medium and large sized businesses	Grocery, Restaurant Public Parking Museums	Interstate (I-4) Secondary (US19, US27) Evacuation Routes
<ul style="list-style-type: none"> • 10% of total ports will be installed into Income Qualified (IQ) areas defined by FL Statute Section 288.9913(3) • DEF shall coordinate with transit agencies to expand awareness of zero emission buses 				

¹ The DC Fast Charge units will have two connectors, Chademo & CCS Combo, to accommodate all fast charge capable vehicles.

Summary Program Year 2019

Park & Plug (P&P) has made significant progress in 2019 with installation of ports. The program began the year with 20 installed ports and as of November 30th has installed 341 ports including 73 Income Qualified (IQ) installs – 20 ports above the required IQ minimum.

P&P installed ports within several DEF cities/towns across the state as shown in Appendix C. Many of these installations provide the benefits of access to public EV charging into communities underserved by traditional EV infrastructure companies.

The Multi-Unit Dwelling (MUD) segment lagged other segments through the second quarter. MUD applications increased significantly in the 3rd and 4th quarters following increased program outreach. This increase in applications resulted in reaching the updated minimum port goals. We anticipate installation of these ports to be complete by end of 2020.

The P&P program experienced very strong demand from customers to become site hosts across both the Workplace and Public L2 segments; both segments have achieved minimum port requirements. We anticipate both Public L2 and Workplace installation to meet minimum port goals by end of 2nd quarter 2020.

Regarding the DC Fast Charge segment, there are 15 units installed and 17 DC Fast charge unit installations in process. Additional outreach in the DC Fast Charge segment will target remaining 20 DC Fast Charge units to install; we anticipate this segment will be completed by end of 2020.

The P&P program has begun to capture utilization data that will inform the program of usage patterns across various installation types. The data will also set the stage for further study of demand response (DR) capabilities and how best to apply load management to optimize EV infrastructure.

Summary of installation statistics/costs

Table 2 - Port Installations/Costs through November 2019

Level 2	# Ports	Capital	Capital/Port	O&M	O&M/Port	Total Cap+OM	Total/Port	*IQ Ports
MUD	116	\$ 864,549	\$ 7,453	\$ 204,160	\$ 1,760	\$ 1,068,709	\$ 9,213	10
WPC	101	\$ 798,862	\$ 7,910	\$ 177,760	\$ 1,760	\$ 976,622	\$ 9,670	26
Public Level 2	109	\$ 875,229	\$ 8,030	\$ 191,840	\$ 1,760	\$ 1,067,069	\$ 9,790	33
Total Level 2	326	\$ 2,538,640	\$ 7,787	\$ 571,560	\$ 1,760	\$ 3,112,400	\$ 9,547	69
DC Fast Charge	# Ports	Capital	Capital/Port	O&M	O&M/Port	Total Cap+OM	Total/Port	IQ Ports
DC Fast Charge Units	15	\$ 675,206	\$ 45,013	\$ 28,993	\$ 1,933	\$ 704,199	\$ 46,946**	4
Total	341	\$ 3,213,846	N/A	\$ 588,243	N/A	\$ 3,816,599	N/A	73

*Income Qualified (IQ) Goal is 10% (53) of total 530 ports

**P&P has targeted higher power DC Fast Charge unit installs for remaining DC fast units – at 150KW vs 50KW these higher power units will increase per unit costs and total capex by end of program

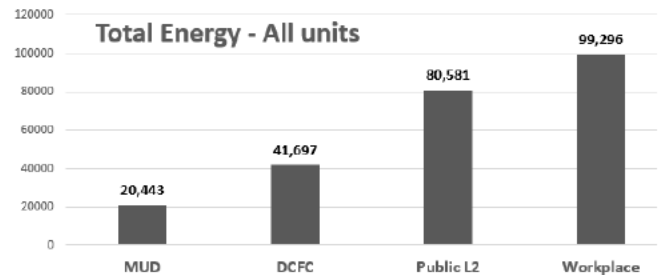
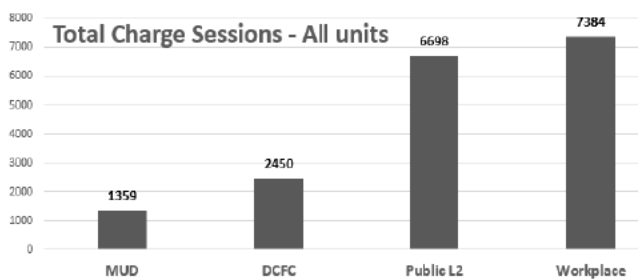
Table 3 -Installation Progress through November 2019

Segment	Minimum port Installation Targets	Approved Ports	Installed Ports	Remain to be installed to meet minimum requirements
Multi-Dwelling Unit (MUD)	210	263	116	94
Workplace (WPC)	140	161	101	39
Public Level 2	130	153	109	21
DC Fast Charge Units	50	33	15	35
Totals	530	610	341	189

Approved Ports – Installations that have had initial site checks by DEF and are in-process of installation with execution of agreements, utility upgrades, and other necessary reviews to finalize installation. Approved port numbers can change throughout a site host installation process.

Table 4 – Charging Session Data Through November 2019

Segment	# Ports	# Charging Sessions				kWh Dispensed			
		All	Pct of All	Income Qualified(IQ)	Pct of IQ	All	Pct of All	Income Qualified	Pct of IQ
MUD	116	1,359	8%	395	10%	20,443	8%	5,835	11%
WPC	101	7,384	41%	725	19%	99,296	41%	12,168	23%
Public Level 2	109	6,698	37%	2,438	65%	80,581	33%	31,724	60%
DC Fast	15	2,450	14%	208	6%	41,697	18%	3,202	6%
Totals	341	17,891		3,766		242,017		52,929	



Park & Plug Wait List

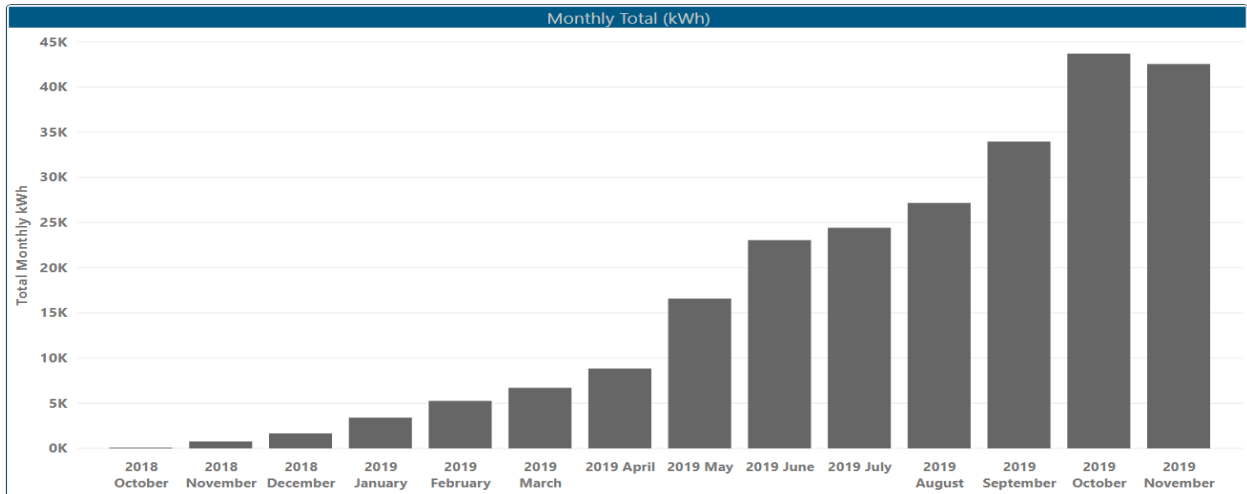
The program has exceeded minimums of approved ports and has accounted for these additional approved ports within our forecasted budget.

Park & Plug wait list by segments: MUD = 92 ports, Workplace = 22, Public L2 = 23, DC Fast Charge = 0.

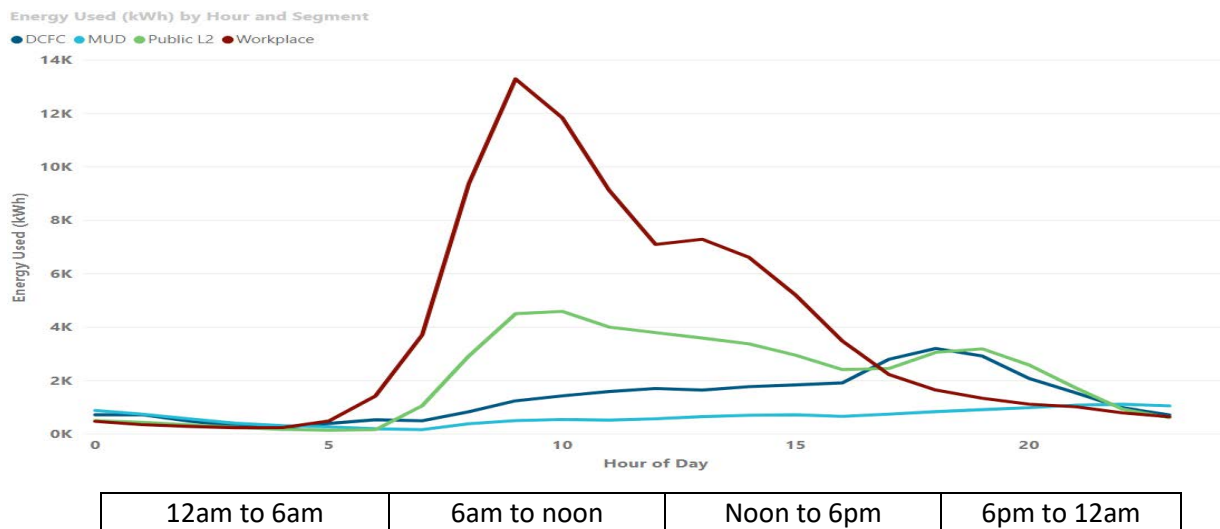
The wait list is managed against required number of ports and the available budget. The program will release ports from waitlist if another applied site cannot install due to unforeseen conditions.

Overall System Utilization

The graph below shows monthly kWh growth of system wide energy utilization as installations occurred over the past year.



The graph below shows total hourly load by segment. This baseline from the first year of P&P shows that Workplace and Public L2 charging both peak in the morning while DC Fast Charge and MUD charging peak later in the afternoon or evening.



PARK & PLUG PILOT PROGRAM

Objective

The objective of the EV Charging Station Pilot Program is to install a foundational level of EV infrastructure within the DEF service territory to gather information about DEF customer charging behavior and grid impacts of increasing EV adoption.

Program Approach

Equipment Deployed and Approach for Installation

Park & Plug will install and operate “Smart Chargers” installed across the Duke Energy Florida service territory in minimum quantities shown in table 1 and within the \$8 million capital budget specified by the 2017 RRSSA. These Smart Chargers are units networked with cellular connections capable of remote operation that comply with Open Charge Point Protocol 1.6 or OCPP 1.6. This communications protocol ensures interoperability between the charging station hardware and network management systems to mitigate the risk of stranded assets. All EVSE procured by P&P will also be capable of communication via Open ADR. The Smart Chargers capture individual charge session data² that is aggregated by the Greenlots network.³ DEF has 24/7 access to the Greenlots web portal to view unit status and download session data as needed.

DEF Contractor - Through an open RFP process, DEF conducted a competitive bid to secure a turn-key installation contractor for duration of the EVSE Pilot period. DEF selected NovaCharge,⁴ a minority owned, Florida based company to provide equipment, installation services, communications networking, and customer service support.

Network Communications - All EVSE deployed is connected to the Greenlots communications network via cellular nodes within each EVSE. The communications network allows data collection, remote management of units (i.e. price configuration, charging load management, and ability to “push” unit software upgrades). The Greenlots database captures data across the network at both individual unit level, segment level, and across the entire P&P system.

Park & Plug will provide monthly usage reports to site hosts to monitor utilization and inform their decisions to offer charging to drivers as an amenity or at cost to the EV driver.⁵

EV drivers connect to the network via the Greenlots phone app, this phone app allows users to:

- Find available units to charge
- Enable charging sessions at the charging station

² No personally identifiable information is captured by Duke Energy.

³ For more information <https://greenlots.com/>.

⁴ For more information on NovaCharge www.novacharge.net.

⁵ The Greenlots network does not share Personally Identifiable Information.

- Pay for sessions⁶ (if applicable)
- Have visibility into charging activity for their vehicle
 - View charging sessions in real time
 - View billed amount, if applicable, for each session
 - View history of charging activity on Park & Plug network

Other phone apps available that will show the P&P stations include Plugshare.com, the Alternative Fuel finder on the website for the Department of Energy.

Site Host Acquisition

The DEF service territory is widespread and non-contiguous. DEF has acquired site hosts that represent the full spectrum of its service territory. See map of installed locations in Appendix C.

The initial approach to build program awareness was to leverage existing resources and supplement with targeted communications as necessitated by application need to fulfill FL PSC requirements within each segment. DEF has leveraged the following existing resources to build program awareness:

- DEF Large Account Managers
- DEF Small/Medium Business Managers
- DEF Community Relations Managers
- DEF Economic Development Managers
- Municipalities - Referrals for Low Income sites

GIS Map Tool - DEF GS services created a GIS map with overlays that combines visibility into several key program data layers. Visibility of these layers provides the project team a guide for site host selection. Some of the layers on the GIS map include:

- Duke Energy Service Territory
- Low Income Census Tracts that meet Section 288.9913(3), FS. per FL 2017 RRSSA
- P&P Applicants for locations across DEF service territory
- Existing charging stations
- Evacuation Routes

Program Segment Observations – 2019

Multi-Unit Dwelling

P&P MUD applications were received at a slower than expected rate through end of second quarter of 2019 which prompted DEF to submit to the FL PSC a Motion to Reallocate Ports in April 2019. To generate increased MUD application activity, the P&P team conducted various outreach campaigns to the MUD segment that included direct mail, email, and follow up phone calls to MUD customers – these MUD

⁶ Duke Energy established the FL PSC approved prevailing GS1 Flat rate as driver charge for those site hosts who elect to charge drivers for charging sessions.

outreach activities are outlined in DEF's April 2019 Motion. The reallocation of ports was discussed with stakeholders to the 2017 RRSSA.

Through outbound mailing and calling, MUD Application activity increased significantly in the 3rd and 4th quarter of 2019.

Assigned v. unassigned parking – Condominiums typically assign parking spaces to the owners and leave small number of available general parking spots. The P&P MUD segment installs into those general spots served by common house meters. To a lesser extent this is also experienced in apartment complexes. MUD installations have been constrained by the lower amount of available unassigned parking spaces.

Lower number of ports installed per site – Because of limited general parking spaces for MUD, P&P has processed more applications to achieve program goals which requires more installation time across the MUD segment. This also generates higher number of Site Host Agreements which the program must process versus other segments such as Workplace that will install multiple ports per site.

Site host choice of cost to charge – Site hosts for the MUD segment are most likely to elect to charge drivers for charging sessions. This is due to the fact that in condos the associations are the site hosts and do not want to pay the electricity from their limited association budgets.

Public Level 2

Interest in Public Level 2 charging remains high as many Duke Energy municipalities applied to provide level 2 charging in their downtown areas. The Public Level 2 segment has been well received by EV drivers and is a highly utilized segment of the P&P program. This supports the need for level 2 infrastructure for public EV charging.

Limited Parking available to convert to EV – Parking is at premium within the core of many municipalities. This limited parking presents challenges to obtain multiple EV spots to support public EV charging needs. The P&P program did have success with multiple port installs within municipal parking garages.

Income Qualified - The Public Level 2 segment accounts for most of the P&P income qualified installations with 33 ports installed out of the current total of 73 Income Qualified ports.

Workplace

The Workplace Charging (WPC) segment quickly achieved minimum applied port numbers confirming high interest from employers in providing EV charging to employees. Most of the P&P workplace site hosts have installed multiple ports of four or more, resulting in high energy utilization in the workplace segment. This experience would support the Department of Energy's research which shows that employees with access to workplace charging are 6 to 20 times more likely to adopt an electric vehicle⁷.

The Workplace segment has also achieved high utilization and many of our WPC sites will see the need to expand EV charging infrastructure. The popularity of WPC charging and need to expand supports elements of an infrastructure program to "future proof" WPC installations.

⁷ 2016 US Department of Energy, "Workplace Charging Challenge, Progress update 2016: A new sustainable commute."

Open Parking Lots – Employers with open or non-gated parking have experienced non-employee drivers charging at their units. A connected infrastructure network (Greenlots) allows the employer to designate only their employees with permissions to access network that reinforces the units as employee benefit.

DC Fast Charge

Utilization of installed DC Fast Charge units is high despite the low number of completed installs. Siting of DC Fast Charge units has proved challenging because the program does not offer site host revenue sharing options. All the national chains approached by P&P have requested the desire for program leasing of parking spaces.

P&P has found success with DC Fast Charge installation at hotel chain locations as well as regionally owned shopping areas. Another successful source for P&P DC Fast Charge siting has been within the core areas of our municipalities where the units serve multiple needs of drivers from visitors to MUD residents who live in the core area.

While the bulk of current installs are 50KW units, P&P will provide installations at higher power levels of 150KW for some of the remaining installations. Newer-model EVs now becoming available in the Florida market are capable of DC charging above 100kW, although sales of these vehicles have not yet reached significant levels. P&P seeks to keep pace with market developments to provide higher-power DC Fast Charging while controlling costs to remain within budget. The higher power configurations will require longer lead times and additional utility upgrades. These higher power installations will provide data across various DC Fast power charging levels and position the P&P network to provide a state of the art charging experience.

Major and Key Secondary Corridor P&P DC Fast Charge Installations

US 19/98 Corridor – P&P has installed DC Fast Charge units in Apalachicola, Dunedin, and is in process of installing in Perry. Our intent is to fully connect the underserved US 19/98 corridor with DCFC from Pinellas County to Apalachicola. This is a key evacuation route corridor to provide with EV charging access.

US 27 Corridor – DC Fast Charge units placed in Sebring, Avon Park, Lake Wales, and Clermont. US 27 is another key Florida secondary corridor and evacuation route.

I-4 Corridor - Placement of the only DC Fast Charge units currently available between Lake Monroe and Daytona. P&P is in process of installing additional DC Fast Charge units south of Orlando.

Florida Turnpike & US 301 – Installation of two DC Fast Charge units at Wildwood and a DC Fast Charge unit for Zephyrhills section of US 301 is in progress.

Urban DCFC Installs – P&P has installed DC Fast Charge units within urban areas of some of our municipalities with great success, including the City of Largo Performing Arts Center and USF St. Petersburg--both of which have seen very high utilization. These urban DCFC serve multiple types of EV drivers including those without access to home charging as well as travelers and tourists visiting urban areas.

TRANSIT AGENCY COORDINATION - ZERO EMISSION BUSES

DEF has engaged the Pinellas Suncoast Transit Authority (PSTA) to align with PSTA’s path forward to grow electric transit buses within their fleet. DEF and PSTA will work together to advance E Buses through direct investment and through strategic planning discussions that align PSTA’s load requirements for additional E buses with DEF system planning.

Through a grant in 2018, PSTA received two fully electric transit buses manufactured by BYD. To support charging these two E buses, PSTA purchased two 80 kW DC Fast Charging units that are installed at the main PSTA bus depot at 3201 Scherer Drive in St. Petersburg, Florida. The chargers for these buses use a proprietary connector standard⁸. In exchange for funding the purchase and installation of these E-bus chargers, DEF and PSTA negotiated an agreement that requires PSTA to provide DEF with charging data from the two BYD depot units.

PSTA received two BYD electric transit buses in 2019. Data is still limited as PSTA ramps up service routes for the new buses. PSTA has one E transit bus in regular service called the “E Looper” in downtown St Petersburg. Below is charging data for the two PSTA electric transit buses. Initial data indicates substantial cost and emissions savings associated with the buses. DEF is working with PSTA to produce a more robust analysis of the savings for future reports.

Table 5 – E Bus Statistics Dec 2018 through Nov 2019

Total Miles Driven	kWh from charging	Equivalent Gals of Diesel (5 mpg average)
29,108	62,674	5821

Cost of Diesel 5,821 gals x \$1.88/gal (Avg PSTA price/gal diesel) = \$10,943

Cost of Electric 62,674 kWh x .13/kWh = \$8,147

Estimated savings of electric v. diesel = \$2,796

PSTA Electric Bus Charging Load Curve



⁸ For all other installations of DC Fast, Park & Plug will use DC Fast chargers that have the industry standard connectors, Chademo and CCS Combo.

EDUCATION/OUTREACH

As part of the 2017 RRSSA, P&P includes specific budget for education and outreach activities to raise awareness of the benefits of EVs and the expanded access to EV charging created by P&P. As seen in other utility EV programs across the country, it is not sufficient to simply install chargers but a certain amount of marketing activity is necessary to ensure the installations are well-utilized. P&P has developed a framework for education and outreach across multiple media types. The primary focus of the outreach/education will be overall awareness of the benefits of electric vehicles as a reliable, safe, and economical method of personal transportation.

P&P began to provide creative messaging in 2019 as outlined in the table below. This budget is subject to adjustment based on market feedback from the creative outreach/education efforts.

Table 6 – Outreach Spend

Communication Method	2018 Actuals	2019 Actuals	2020 Forecast	2021 Forecast	Totals
Streaming Audio	0	\$21,580	\$21,000	\$ 23,000	\$65,580
Out of Home (Digital Billboards)	0	\$14,664	\$29,000	\$25,000	\$68,664
Paid Social Media	0	\$62,006	\$35,000	\$24,714	\$121,720
Paid search and YouTube	0	\$29,236	\$32,000	\$15,000	\$76,236
Community Events	\$2,500	\$5,300	\$35,000	\$25,000	\$67,800
Totals	\$2,500	\$132,786	\$154,020	\$114,735	\$400,000

- 2019 Actuals through November 30
- Outreach budget is up to \$400,000 per the 2017 RRSSA.

Outreach Events in 2019

- January 2019 – USF ride & drive and ribbon cutting
- February 2019 – City of Largo First Responder Training for electric vehicles
- April 2019 – Lunch & Learn with St. Petersburg Downtown Neighborhood Association
- April 2019 – Pinellas County Schools STEM Festival
- May 2019 – Lunch & Learn with St. Petersburg HOA Association
- September 2019 – Drive Electric Week Oldsmar
- October 2019 – City of Oviedo Festival of Frights
- December 2019 – City of Oviedo Tree Lighting

Appendix A - Terms & Conditions of Participation

General Terms & Conditions

- Duke Energy will provide the equipment, installation, warranty, and network connection services free of charge through December 2022 of the pilot program
- Site hosts will be responsible for the cost of electricity used by the charging station
- Site hosts can provide stations under two options:
 - Option 1: As an amenity to drivers
 - Option 2: Charge a fee to the driver enabled by a smartphone or RFID card

To participate as a Park & Plug site host, you must:

- Be a current DEF customer
- Agree to participate in the program through December 2022
- Site hosts agreement required
- If required, agree to establish a separate account, meter, and be responsible for ongoing tariff charges (DEF will install the new meter at no cost)
- Meet site location requirements
- Safe, well-lit area
- Paved
- Adequate ingress/egress
- Adequate power in close proximity to chosen site
- Provide one parking space per charging port
- Provide non-discriminatory access to EV charging spots

DEF will evaluate applications for site hosts that meet minimum participation requirements, along with additional qualitative factors, including:

- Potential for high utilization
- 10% of charging stations will be installed in income-qualified communities, as defined by Florida statute
- For public installation, proximity to amenities for the EV driver will be given preference

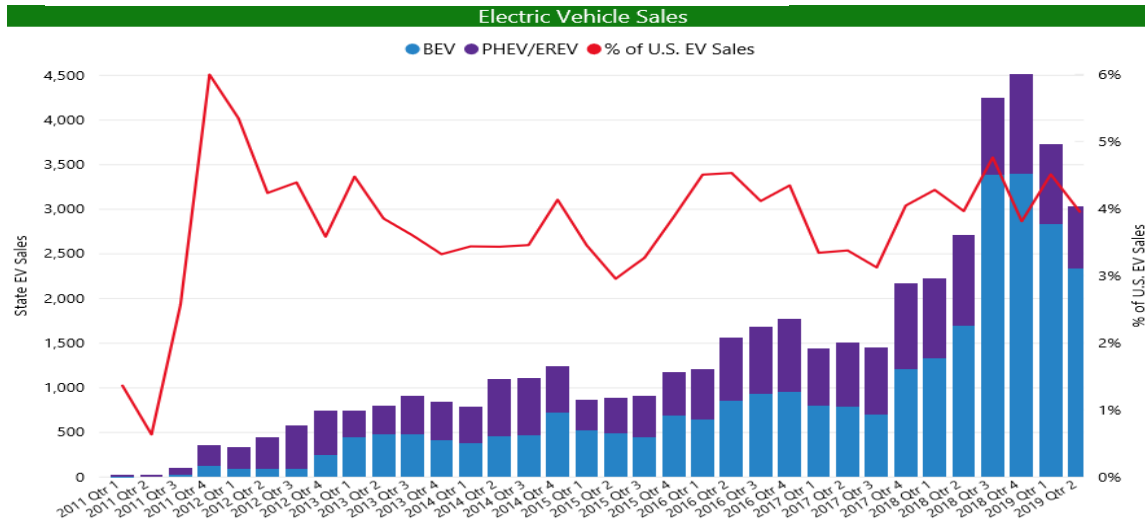
DEF reserves the right to refuse applications that may not meet the intent of the pilot program

Appendix B - The EV Market in Florida and United States

- Number of EVs⁹ registered in DEF service territory:
2017 = 1,212 2018 = 1,595 2019 = 1,929 (through 3rd quarter)
- Total cumulative registered EVs in Florida since 2011 = 47,249. Bulk of the increased growth Q1/Q2 2019 is Tesla Model 3 deliveries.

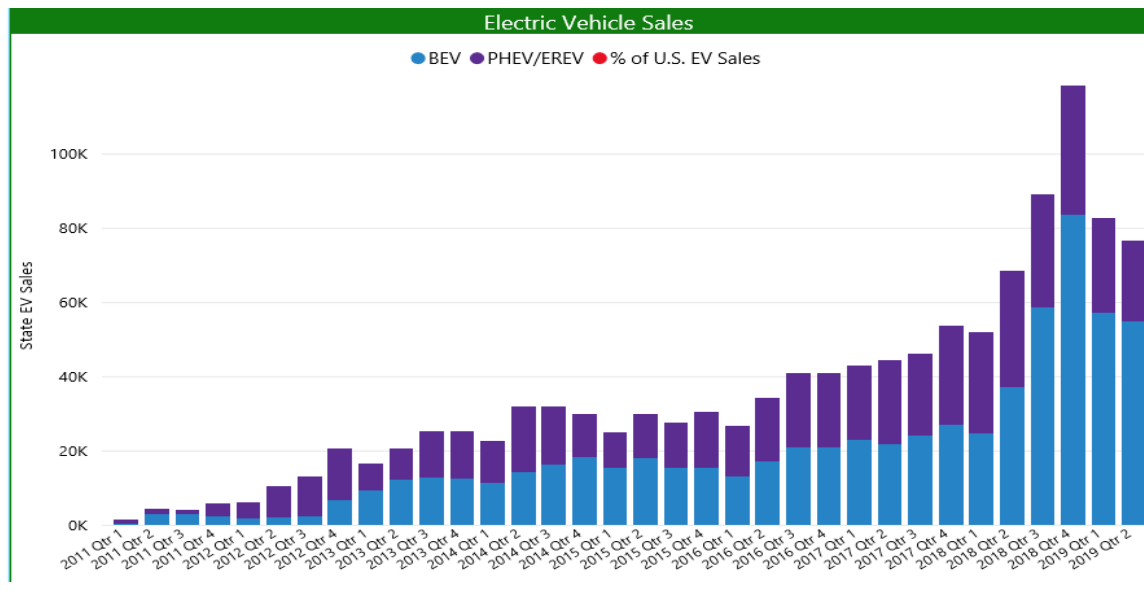
Annual Florida EV growth since 2011

Source: Atlas EV Hub



Annual US EV growth since 2011

Source: Atlas EV Hub



⁹ EVs include both plug-in hybrid and all electric.

Appendix C – Map of Installed Park & Plug Locations

City/County Site Hosts	
Apalachicola (DC Fast Charge)	Oviedo (DC Fast Charge)
Apopka	Pinellas County Board Commissioners
Clermont	Perry (Coming Soon – DC Fast Charge)
Crystal River (Coming Soon – DC Fast Charge)	Safety Harbor
Deltona (DC Fast Charge)	Sebring (DC Fast Charge)
Dunedin (DC Fast Charge)	St. Petersburg (DC Fast Charge)
Haines City	Tarpon Springs
Inverness	Tavares
Lake County (DC Fast Charge)	

