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Jacksonville, Florida 32202-3139



E L E C T R I C

W A T E R

S E W E R

**-VIA ELECTRONIC FILING-**

August 17, 2020

Adam Teitzman  
Director, Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
Phone: (850) 413-6770

**Re: Docket 20200057-EG Petition for approval of demand-side management plan, by JEA**

Dear Mr. Teitzman:

Pursuant to Order No. PSC-2020-0200-PAA-EGG, enclosed for electronic filing and administrative approval is JEA's program standards related to its approved DSM Plan. JEA respectfully request approval of these standards upon staff's review.

If you have any questions, please do not hesitate to contact me at (904) 665-7065 office or (904) 703-9453 cell.

Sincerely,

A handwritten signature in blue ink that reads 'Donald P. Wucker'.

Donald Wucker, P.E.  
Technology Research Consultant

Encl: 2020 DSM Program Standards

Cc w/attach: Vicki Nichols

## **JEA's 2020 DSM Program Standards**

- A. Residential Energy Audits**
- B. Residential Solar Water Heating**
- C. Neighborhood Efficiency Program - (low income homes)**
- D. Commercial Energy Audits**
- E. Commercial Prescriptive Lighting**

## **A. RESIDENTIAL ENERGY AUDIT (ASSESSMENT) PROGRAM**

### **Program Participation Standards**

JEA offers a home energy assessment for all residential customers in the JEA service territory.

The service is offered at no charge to our customers.

A JEA representative will survey the home and then offer cost-effective ideas designed to help lower energy costs. Areas of the customer's home that are inspected include attic insulation, windows and caulking, weather stripping, water heaters, water temperature, air conditioning and heating system visual inspections, supply air & return air temperature readings, and refrigerator/freezer inspection.

JEA representatives also use a wide variety of tools and literature for customer education during the inspection. No cost measures such as air conditioning & heating thermostat temperature settings, proper use of ceiling fans, water heater settings, refrigeration temperature settings, management of plug (vampire) loads, management of computer, monitor & printer loads, management of lighting systems and cleaning surfaces of heat exchangers are encouraged.

In addition to the energy assessment, we also offer free water/waste water and irrigation assessment.

The services listed above are available to JEA customers by contacting the JEA business office by phone or email.

## **B. RESIDENTIAL SOLAR WATER HEATING**

### **Program Participation Standards**

For the purposes of these procedures, “Participant” means any person or company that installs, fabricates, designs, constructs or otherwise supplies products and services to JEA customers under the Solar Incentive Program.

- JEA considers satisfaction of its customers to be of paramount importance. JEA will monitor the performance of all Participants for quality customer service and workmanship. If it is deemed that a Participant is not performing at a level JEA judges to be in its best interest, the Participant may be disqualified from participation in the program.
- JEA will only provide incentive payments for systems accepted by the customer as complete, in accordance with what they purchased from Participant, and in compliance with the requirements of the incentive program. JEA only provides incentives for customers who are switching from JEA electric water heating to solar water heating.
- The Participant must notify JEA when a proposal is submitted to a customer for any Commercial project. JEA is to receive a copy of the technical aspects of the proposal. JEA must receive the commercial proposal within five business days of the customer placing an order.
- All customer proposals must clearly show the Full price of the system, the JEA Incentive and the Net price to the customer. The customer pays the Net price of the system to the Participant.
- The Participant is responsible to maintain any licenses, permits, inspections, and insurance required to perform work under this program. Licensed solar installers under Florida Statue 489.105 (3) (o) must install any solar energy system under this program<sup>1</sup>. It is the Participant’s responsibility to ensure they adhere to all laws, rules, and regulations that apply to the promotion, purchase, and installation of their solar energy systems.
- JEA does not warrant or guarantee any system sold by Participant under this program. JEA is not liable for any representation or warranty made by Participant to customers concerning quality of materials, workmanship or any projected energy savings. Participant further understands that JEA makes no warranties concerning materials and installation, expressed or implied, including warranties of merchantability or fitness for a particular purpose. Participant shall make no statements, representations or claims to customers inconsistent with this paragraph.
- Participant’s representation of the program shall conform to this document. Participant shall have no right to use any JEA trademark, Service Mark or logo for advertising, marketing, or identification purposes except as JEA may provide on documents and

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<sup>1</sup> See “Exception for Installation of Solar Systems”

materials JEA develops to support this program. All communication materials using or referring to JEA or the JEA Solar Incentive Program must be reviewed prior to use to ensure consistency of the JEA Brand. (Please allow 5 business days for review and approval of any submitted materials.)

- Participants may identify themselves as: “JEA Authorized Solar Participant”  
This language may only be used when accompanied by the clear identification of Participant’s business name, in type at least as large as the language above.
- All medium temperature solar hot water systems/equipment must:
  - Be FSEC approved
  - Comply with all local building and electrical codes
  - Be installed by properly licensed and qualified personnel under Florida Statute 489.105 (3) (o).
  - Operate at not less than 700 BTU/ft<sup>2</sup>
  - Operate with a solar fraction not to exceed 80%
- JEA retains all Green Attributes associated with projects installed under this program.
- Complete paperwork must be submitted for timely incentive payments. Incomplete incentive forms and/or incomplete or missing supporting documentation may result in payment delays.

Documentation requirements are:

- Solar Hot Water Systems
  - Invoice to JEA
  - Copy of customer invoice
  - Completed Solar Certificate
  - Photographs of installation (collector and water heater)
  - Copy of approved Incentive Fund Request form
- It is the Participant’s responsibility to ensure they adhere to all laws, rules, and regulations that apply to the promotion, purchase, and installation of their solar energy systems. Requirements for incentive payments do not supersede any of these laws, rules, or regulations.

## Incentives

<b>JEA Solar Power Incentives</b>	<b>Local Vendor</b>	<b>Non-local Vendor</b>
New Solar Residential Water Heating System (medium temp collector)	\$400 per install	\$400 per install
Restoration of Existing Solar Water Heating System to Working Order <sup>1</sup>	30% of total installed cost up to \$400	15% of total installed cost up to \$250
<p>Notes:</p> <ol style="list-style-type: none"> <li>1. For systems installed before April 22, 1997; Retrofits apply to solar hot water systems and exclude the hot water heater tank.</li> <li>2. <del>There is a \$5,000 maximum incentive per project. This maximum may be waived by JEA based on business conditions, availability of funds, and projected residual funds required to fund the Program for the balance of the year. This potential waiver does not guarantee that 100% of the incentive will be available.</del></li> <li>3. If other incentives (rebates, grants, etc.) are used to fund a solar system, these funds combined with JEA funds cannot exceed the cost of the system. JEA requires the disclosure of other incentives at the time the Incentive Fund Request form and Solar Certificate are submitted.</li> <li>4. If a solar system is moved from its installed location JEA is to be notified prior to relocation. These systems are not eligible for additional solar incentive dollars.</li> <li>5. JEA does not provide incentives for gas water heaters.</li> </ol>		

### Exception for Installation of Solar Systems

The Solar Incentive Program Participant Guidelines indicated a solar license, under Florida Statute 489.105 (3) (o), as required for installing solar thermal systems. JEA will also accept installations by a licensed plumbing contractor, provided the contractor:

1. Obtain 3 continuing education units for the installation of solar thermal systems during each biennium. Or
2. Complete a training program through a manufacturer of solar thermal systems. Or
3. Complete a training program from a licensed solar contractor to install solar thermal systems.

JEA would prefer that the contractor be licensed under Florida Statute 489.105 (3) (o) and reserve the right to remove this provisional exception upon reasonable notice.

## **Incentives to Third Parties**

Effective immediately, all Solar Certificates must be signed by the JEA electric customer receiving the incentive.

For example:

If a JEA electric customer is installing a solar water heating system that is purchased as part of a package through a 3rd party, the incentive form must be signed by the JEA electric customer and NOT the 3rd party offering the package. As always, ALL INFORMATION must be on the incentive form prior to customer signature. All customer proposals must clearly show the Full price of the system, the JEA Incentive and the Net price to the customer. The customer pays the Net price of the system to the Participant (or 3rd party in this case). The customer receives the pink certificate copy.

For situations where the final JEA electric customer is unknown (builder spec houses for example), the 3rd party may be considered the customer for purpose of paying incentives.

## **C. NEIGHBORHOOD ENERGY EFFICIENCY PROGRAM**

### **Program Participation Standards**

JEA offers a three-phase program for low-income customers.

Phase 1 provides installation of 15 electric and water conservation products as well as the energy education package of printed material and consultation with an energy audit on a door-to-door basis in targeted neighborhoods identified by the City as having more than 50% of the neighborhood population at or below 150% of the Federal Poverty Guidelines.

Phase 2, while implementing Phase 1 work, JEA looks within these homes for those in need of attic insulation. JEA offers an additional service whereby we provide blown-in attic insulation to bring the home's insulation value up to an R38-value in accordance with DOE W AP standards at no cost to the owner.

Phase 3 provides an Energy Efficient Home Maintenance kit of 12 electric and water conservation products for participants in a Housing Counseling workshop required for first time homebuyers involved in the City's loan assistance programs for low to moderate income residents.



## **E. COMMERCIAL ENERGY AUDITS (ASSESSMENTS)**

### **Program Participation Standards**

JEA offers a business energy assessment for all commercial customers located in the JEA service territory.

This service is offered at no charge to our customers and is available for all commercial rate classifications.

As a part of this service a JEA representative will perform a rate evaluation, discuss demand strategies if relevant, and inspect the customers' business and then offer cost-effective ideas designed to help lower energy costs.

Areas of the customers' business that are inspected include: insulation, windows, tinting, and caulking, weather stripping, water heating systems and water temperature, HVAC visual inspections, equipment and their controls, and refrigeration.

JEA representatives also use a wide variety of tools and literature for customer education during the inspection. No cost measures such as air conditioning & heating thermostat temperature settings, water heater settings, refrigeration temperature settings, management of plug (vampire) loads, management of computer, monitor & printer loads, management of lighting systems and cleaning surfaces of heat exchangers are encouraged.

In addition to the energy assessment, we also offer free water/waste water and irrigation assessment.

The services listed above are available to JEA customers by contacting the JEA business office by phone or email. Online business energy assessment services are also available online at <http://www.jea.com>

## **F. COMMERCIAL PRESCRIPTIVE LIGHTING PROGRAM**

### **Program Participation Standards**

JEA offers rebates for qualifying lighting equipment, which will reduce energy use for years to come. Lighting often accounts for large percent of a building's energy use. Improving a facility's lighting is one of the most cost-effective steps that a business can take.

To Apply for Lighting Rebates the participant must do the following:

1. Review the Lighting Equipment Catalog for rebate details and eligibility. Download the Lighting Equipment Catalog to Get Started
2. Send an email to [investsmart@jea.com](mailto:investsmart@jea.com) to request a lighting workbook prior to installation.
3. Choose a contractor to complete your efficiency upgrade. We recommend that you select one of our pre-qualified InvestSmart with JEA trade allies and get 2-3 quotes before making your selection. Find a pre-qualified commercial trade ally.
4. Submit post-installation lighting workbook and required documents to [jeaefficiencyrebates@nexant.com](mailto:jeaefficiencyrebates@nexant.com).

See [https://www.jea.com/Ways\\_to\\_Save/Commercial\\_Rebates/](https://www.jea.com/Ways_to_Save/Commercial_Rebates/) for more information.