



Matthew R. Bernier
ASSOCIATE GENERAL COUNSEL

July 02, 2021

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 Demand Side Management Annual Report for
Calendar Year 2020*; Undocketed

Dear Mr. Teitzman:

Please find enclosed for electronic filing Duke Energy Florida, LLC's Response to Staff's Second Data Request (No. 12).

Thank you for your assistance in this matter. Please feel free to call me at (850) 521-1428 should you have any questions concerning this filing.

Respectfully,

/s/ Matthew R. Bernier

Matthew R. Bernier

MRB/cmw
Enclosures

cc: Mike Barrett

Duke Energy Florida, LLC’s (“DEF”) Response to Staff’s Second Data Request Regarding DEF’s 2020 Demand-Side Management Annual Report

12. Please respond to the following questions regarding DEF residential and commercial/industrial DSM programs impacted by COVID-19 in 2020:

A. As a response to public health recommendations to limit person-to-person interactions, please identify the DSM programs or measures for which the Company suspended on-site visits and/or in-home visits to customers’ houses in 2020.

Response:

Residential: Home Energy Check, Residential Incentive, Neighborhood Energy Saver, Low Income Weatherization Assistance and Residential Load Management.

Commercial/Industrial: Business Energy Check, Better Business, Florida Custom, Interruptible, Curtailable and Stand-by Generation.

B. For each program identified in response to sub-part (a) above, identify the date in 2020 when the suspension began, and if applicable, the date the suspension expired, and the Company resumed on-site visits and/or in-home visits to customers’ houses.

Response:

Program	Date Suspended	Date Resumed	Comments
Home Energy Check	3/16/2020 11/1/2020	6/15/2020 3/1/2021	Suspended in-home audits
Residential Incentive	3/16/2020 11/1/2020	6/15/2020 3/1/2021	Suspended inspections and duct repair and insulation work that required contractors to work inside the home.
Neighborhood Energy Saver	3/16/2020	5/17/2021	Suspended in-home installations
Low Income Weatherization Assistance Program	3/16/2020	3/2/2021	The date work resumed was driven by the date that the weatherization agencies got back out in the field
Residential Load Management	3/16/2020 11/1/2020	6/15/2020 3/1/2021	Suspended installs and inspections that required contractors to work inside the home
Business Energy Check	3/16/2020	5/15/2020	Resumed on a case by case approval basis and implemented COVID-19 protocols.
Better Business	3/16/2020	5/15/2020	Resumed on a case by case approval basis and implemented COVID-19 protocols.
Custom	3/16/2020	5/15/2020	Resumed on a case by case approval basis and implemented COVID-19 protocols.
Non-Residential Demand Response	3/16/2020	4/1/2020	Suspended on-site visits. After April 1, DEF resumed on-site visits to open establishments other than Assisted Living Centers and medical facilities.

- C. Discuss how the Company communicated with or responded to customers about suspended programs or measures. Address in your response if wait lists or call-back logs were developed, and if so, how those resources will be used when suspensions expire.

Response:

DEF placed a banner on its website informing customers about suspended programs or measures. Customers with existing appointments were contacted to convert to a phone-assisted or online audit or were informed that they could be rescheduled to a future date. Customers inquiring about a new appointment were advised of the online and phone-assisted options or told they would be contacted once a return-to-work order was provided. Call back lists were created, and customers were contacted in order once work resumed.

- D. Discuss how, or if, the Company changed any aspect of its communication with customers to draw a distinction between suspended and non-suspended programs or measures.

Response:

DEF posted a banner on its website to advise customers about suspended programs and worked with trade allies to make them aware of impacts to programs or specific measures within programs. DEF also relied more heavily on online communication channels through its website, emails to customers and social media to promote online audits and communicate with customers about opportunities for savings available through the programs.

- E. Please describe any use of technology tools or adjustments to normal procedures the Company made in 2020 which allowed it to continue to offer DSM program(s) or services while still adhering to public health recommendations.

Response:

COVID-19 protocols were developed and are still in use to mitigate virus spread. Program materials are now emailed or direct mailed to participants. Personal Protective Equipment (“PPE”) requirements were adjusted to include masks, gloves, sanitization processes and social distancing. Team members began utilizing Microsoft Teams and Zoom to communicate online with customers. DEF also implemented virtual community kick-off events for its Neighborhood Energy Saver Program.

- F. Describe and provide any educational and/or promotional resources that were developed during 2020 to address energy conservation-related topics for suspended or non-suspended programs.

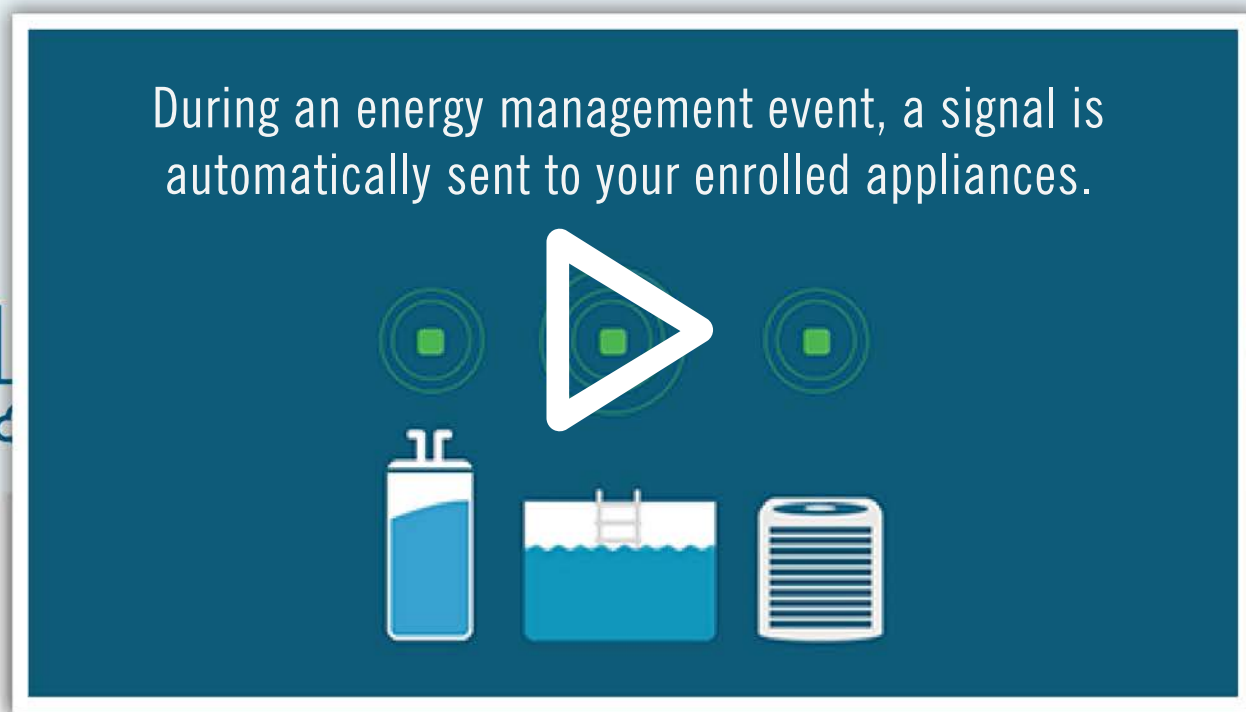
Response:

DEF utilized a number of channels to inform customers about suspended programs and provide information about energy-conservation related topics. DEF posted a banner on its website to advise customers about suspended programs and used direct mail to send post cards to customers on wait lists to let them know when work had resumed. DEF also used newsletters, bill inserts, emails and social media to encourage customers to complete an energy audit and to share information about opportunities for savings that were available to them through the energy conservation programs. Please see “Schedule A” attached with examples of communications to customers in 2020 for the Energy Wise Home, Home Energy Check and Residential Incentive Program.



An effortless way to get up to \$147 in bill credits.

Watch our [video](#) to see how it works.



EnergyWise® Home is a free and easy program that helps reduce overall energy use during periods of high demand. You simply enroll and then a small switch is installed on your devices so they'll automatically power down when demand is especially high.

It's simple, easy and you don't have to do a thing – except enjoy your bill credits!

[ENROLL TODAY](#)

We remain committed to delivering reliable power while helping to protect the health and safety of our employees, customers and everyone around us. Learn more about our ongoing response to COVID-19 at [dukeenergyupdates.com](https://www.dukeenergy.com/updates).

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Links:

Video thumbnail:
https://www.duke-energy.com/info/unindexed/how-energywise-home-works?utm_source=silverpop&utm_medium=email&utm_campaign=ewh_emailautomatedpilot_2018-may_442&utm_content=ewh_email_slvrp-eml_creativehowitworks_2018-may

Enroll button:
https://www.duke-energy.com/info/unindexed/how-energywise-home-works?utm_source=silverpop&utm_medium=email&utm_campaign=ewh_emailautomatedpilot_2018-may_442&utm_content=ewh_email_slvrp-eml_creativehowitworks_2018-may

Alt-tags:

Watch video.



Make a real difference in your community.

EnergyWise® Home is a free and easy way you can help reduce energy use during periods of high demand. Plus, you'll get up to \$147 in bill credits for participating.

Watch our [video](#) to see how it works.



EnergyWise Home helps delay the need for more power plants and transmission lines. It also helps keep energy rates lower and preserves natural resources.

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We remain committed to delivering reliable power while helping to protect the health and safety of our employees, customers and everyone around us. Learn more about our ongoing response to COVID-19 at dukeenergyupdates.com.

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DEF



Grow your savings.

Enroll in EnergyWise® Home for up to \$147 in annual bill credits.

[LEARN MORE](#)

SIGN IN

[REGISTER NEW ACCOUNT](#)

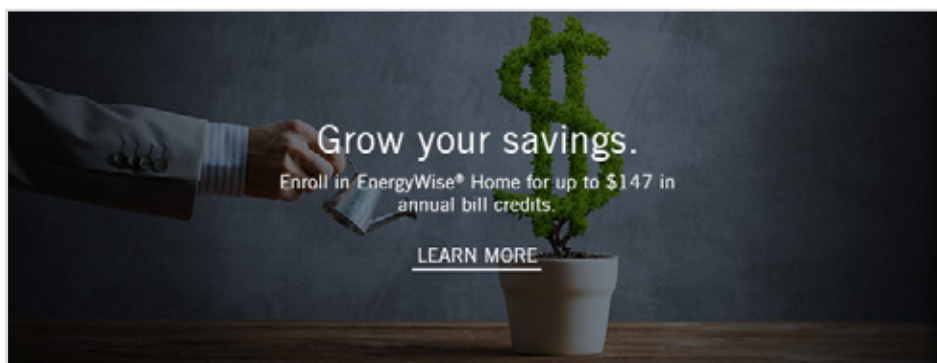
Username

Password

Remember username

[SIGN IN](#)

[NEED HELP SIGNING IN?](#)



Grow your savings.

Enroll in EnergyWise® Home for up to \$147 in annual bill credits.

[LEARN MORE](#)

Questline Sidebar



Grow your savings.

Enroll in EnergyWise® Home and get up to \$147 in annual bill credits.

[LEARN MORE](#)

MyAccount Featured Offer



[Grow your savings >](#)

Enroll in EnergyWise® Home and get
up to \$147 in annual bill credits.



Where is your money going?

Find out with a free Home Energy Check. How much money is escaping your house each month through drafty windows, leaky ductwork and other hidden energy wasters?

[FIND OUT FOR FREE](#)

Or call [888.456.7652](tel:888.456.7652)

We'll help you track down – and save – runaway energy dollars and make your home more comfortable.

Here's what you'll get:



FREE home energy assessment [online](#), by phone or [in person](#).



Information on **\$1,500** in [home improvement rebates](#).



FREE energy efficiency starter kit!

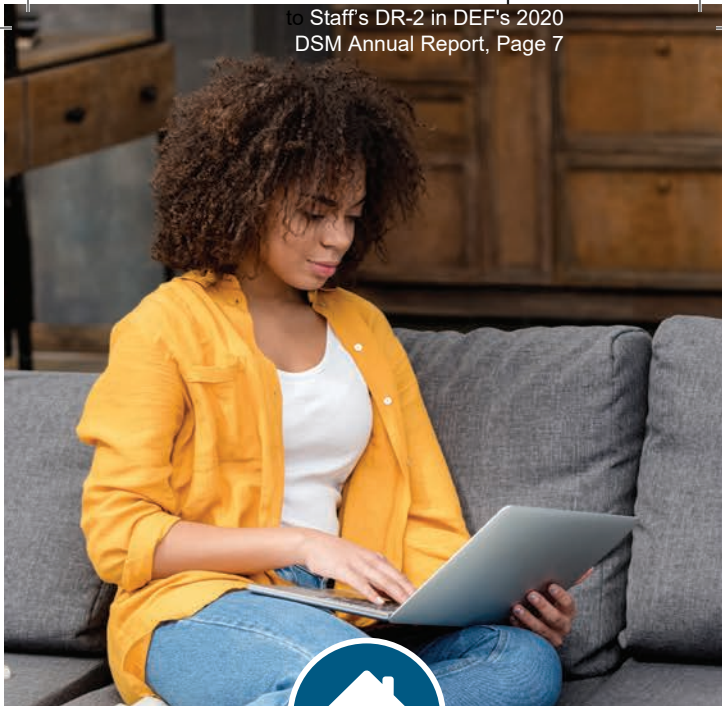
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Learn how to lower your bill.

Get a **FREE** Home Energy Check to reveal ways you're losing energy – and money.



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Start saving today with a **FREE** online Home Energy Check.



**This free online assessment is
an easy way to get:**

- A detailed breakdown of your home's energy usage
- Specific tips on how to save energy

Get more than energy from us.
Get your **FREE** Home Energy Check today at
duke-energy.com/LowerBill.

As a part of this community and as a provider of an essential service, we are determined to continue delivering the reliable power you need while helping to protect the health and safety of our employees, neighbors and everyone around us. Learn more about our response to COVID-19 at **dukeenergyupdates.com**.

Appointments Resuming with Safety in Mind



Thank you for your patience as many of our in-home services were paused to meet recommended COVID-19 health and safety guidelines. As current restrictions begin to lift, we will be resuming appointments for the Home Energy Check program. To help protect the health and safety of our customers, employees and the larger community, we've adjusted these appointments to include:

- ✓ Inquiring about the health of the home when scheduling, during the reminder call and upon approach
- ✓ Practicing social distancing onsite, including limiting in-home contact as much as possible
- ✓ Providing any onsite material, such as the Home Energy Check report, via email or postal mail

We will be contacting you shortly to reschedule your Home Energy Check. However, if you have any questions please call us at **877.574.0340**.



3300 Exchange Place NP2A
Lake Mary, FL 32746

<<FirstName LastName>>

<<Street address>>

<<City, State ZIP>>

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City, ST
PERMIT NO. XXXX



3300 Exchange Place NP2A
Lake Mary, FL 32746



<<First Name, Last Name>>
<<Address>>
<<City, State Zip>>



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EnergyWise Home

P.O. Box 14042

St. Petersburg, FL 33733

Schedule A to DEF's Response to
Staff's DR-2 in DEF's 2020 DSM
Annual Report, Page 13

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We're resuming EnergyWise® Home
visits with safety in mind.

<<FirstName LastName>>

<<Street address>>

<<City, State ZIP>>



EnergyWise® Home offers up to \$147 in bill credits each year

We appreciate your interest in this program that helps reduce energy during periods of high demand.

EnergyWise Home visits were suspended due to COVID-19. **We're now resuming work in ways to help protect the health and safety of our customers and workers.**

- Technicians will wear proper identification and protective equipment.
- Technicians will follow strict social distancing practices and keep 6 feet of distance.

Please do not approach workers, for their safety and yours.

We recently called to schedule an appointment for your home at **<789 Main St.>**. But it seems we may have missed you.

If you have any questions or would like to set up an appointment, please call us at **877.426.0006**. There is no charge for the service work that needs to be done.

To learn more, visit duke-energy.com/FLHome.

Interested in bill credits? / Get up to \$147 in annual bill credits with EnergyWise Home. It's an easy way to save on your bill and help the community.



Savings you'll flip for!

Reduce your energy bill with EnergyWise[®] Home. It's easy to sign up and we take care of the rest! And to show our appreciation, you **receive up to \$147 in bill credits**. Our technicians will practice social distancing, wear personal protective equipment and carry proper identification.

ENROLL TODAY

How it works:



A professional connects an EnergyWise Home device to your AC unit, water heater and/or pool pump.



When summer energy demand is especially high, your enrolled device(s) runtime is reduced.



This only happens a few times a year, and most people say they don't even notice.

For more details on how it works, watch our [video](#).

As our communities reopen, we remain committed to delivering reliable power while helping to protect the health and safety of our employees, customers and everyone around us. Learn more about our ongoing response to COVID-19 at dukeenergyupdates.com.

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Links:

<https://www.duke-energy.com/home/products/energywise-home>



Dear Customer,

Thank you for scheduling your upcoming appointment with the EnergyWise® Home program.

Due to the risk of COVID-19 and because we value our customers' and employees' safety, our field technicians will not be directly transferring any physical material during your appointment.

Instead, we would like for you to **please review the enclosed brochure detailing the EnergyWise Home program and sign the final page**. You may email the signed document to energywise@duke-energy.com, or you may print out the document and the technician will take a picture of it upon completion of your appointment.

If you have any questions or concerns, please contact us by phone at 888.282.9757, Monday through Friday from 7 a.m. to 7 p.m.

We appreciate your cooperation during these times.

Thank you,

DEF EWH Representative
Duke Energy
EnergyWise Home Program
888.282.9757

Details about the EnergyWise Home program

Appliances delayed

Cycles will only affect participating water heaters, central heating and air conditioning systems and swimming pool pumps. No other appliances will be affected.

Multiple appliances

If the residence contains more than one water heater, all appliances of this type must be installed with EnergyWise Home devices; however, only one credit will apply. This policy also pertains to more than one heating and/or cooling system.

Exceptions

Duke Energy is not required to offer this program to customers with low kWh consumption, limited occupancy residences, or if costs would not be economically justified. A customer may change the selection of electrical equipment installed with EnergyWise Home devices or transfer to another rate schedule by notifying the company 45 days in advance.

First credit

Credit will usually appear on the second bill received after the installation.

Timers

If you are using a timer on your water heater or your swimming pool pump:

- A. Set the timer to allow the water heater or pool pump to operate at off-peak usage periods listed on the other side of this brochure. Adjust the timer in November and again in April when the EnergyWise Home schedule is switched from winter to summer.
- B. Adjust the timer for daylight saving time.
- C. Check the timer periodically for proper clock time.

Problems

If you suspect a problem with our EnergyWise Home device, please do the following:

- A. Check the light on the device to see if your appliance is being cycled by the program. If so, wait the appropriate time (according to the schedule on the other side) for the appliance to resume operations.
- B. If no lights are on, check for blown fuses that need to be replaced or circuit breakers that need to be reset.
- C. If you are using a timer on your water heater or your swimming pool pump, check to see that the timer is turned to "on."
- D. If your appliance still will not operate or if you have any questions, please call EnergyWise Home at 888.282.9757.

Condition of equipment

Your equipment must be in proper working order prior to installation of the EnergyWise Home devices. Duke Energy will not be responsible for the repair or maintenance of your equipment.

Critical capacity conditions

Cycles could occur outside of peak usage periods in case of critical capacity conditions on the Duke Energy system.

Tampering

If Duke Energy determines that the EnergyWise Home devices have been tampered with, Duke Energy may discontinue service under this rate schedule and bill for all prior EnergyWise Home/Energy Management credits received by the customer, plus applicable investigative charges.

Access

Duke Energy will require reasonable access to all customers' premises to install, maintain, inspect, test and remove EnergyWise Home devices on the electrical equipment. Duke Energy reserves the right to discontinue credits under this rate schedule should reasonable access be denied.

Thank you for choosing EnergyWise Home,
an effortless way to lower your bill.

It is our goal to provide excellent customer service.

Customer name _____ Date _____

Work performed _____

Time started _____ Time ended _____

Technician name _____

Customer signature _____

- I acknowledge that by having an EnergyWise Home device installed at my home, I am agreeing to the EnergyWise Home program standards.

EnergyWise Home equipment

Lights. You can determine if one or more of your appliances are being cycled off by observing the lights on the EnergyWise Home device.

You have two-way device(s) in your home

- Heat pump AC Pool pump Water heater

- A. The yellow light means the device is powered.
 - i. A solid yellow light – the device is connected.
 - ii. A blinking yellow light – the device is not communicating.
- B. The green light is normally off.
- C. The red light – your appliance associated is being cycled.

You have one-way device(s) in your home

- Heat pump AC Pool pump Water heater

- A. Green light – no appliance is affected.
- B. Red light – your water heater and/or pool pump is being cycled.
- C. Yellow light – your heating or air conditioning system is being cycled.
- D. Additional green light – your heat pump backup strip is being cycled.

Need more help?

Please call our customer care center at **888.282.9757**
or visit duke-energy.com/EnergyWiseHome.

Flexible appointment times are available from 8 a.m. to 6 p.m.
Monday through Saturday.

EnergyWise® Home

Thank you for making a smart decision
for your budget and the community.



Please keep this handy for future
reference about EnergyWise Home.

The following information covers a number
of topics about the program, including: the bill
credits you'll receive, your appliances and the
timing of potential power cycles.



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Frequently Asked Questions

	Year-round program	Winter-only program
What type of bill credit will I receive?	As long as you use more than 600 kilowatt-hours (kWh) a month, you can earn up to \$14 in the winter and \$11 in the summer.	As long as you use more than 600 kWh a month, you can earn up to \$11.50, November-March.
Which months am I eligible for bill credits?	Every month, as long as your electricity usage exceeds 600 kWh.	November-March, as long as your electricity usage exceeds 600 kWh.
Which appliances may be affected?	Centrally ducted electric heating and AC systems and, where applicable, pool pumps and standard electric water heaters.	Centrally ducted electric heating and standard electric water heaters.
When will my appliances be affected?	Any month, but only for limited amounts of time during very high periods of peak demand in your community. Cycle hours include: summer, 1-11 p.m. and winter, 6-11 a.m. and/or 6-11 p.m.	November-March, but only for limited amounts of time during very high periods of peak demand in the community. Cycle hours include: 6-11 a.m. and/or 6-11 p.m.

How cycles work, should they occur

Appliance	Season	Description
Heating	Winter: Nov-Mar	Up to 16 ½ minutes per each 30-minute interval during periods of peak community usage.*
Cooling	Summer: Apr-Oct	
Water heater**	All year	Cycles may continue for a period not to exceed five hours during peak community usage.
Pool pump**	All year	

*For heat pump customers: Cycles may affect heat pump backup strips continuously during peak usage periods not to exceed 300 minutes, but the heat pump itself will not be affected.

**Optional for year-round participants.

Calculating your monthly savings potential***

Maximum monthly credits

Heating:	Water heater:	Cooling:	Pool pump:
\$8	\$3.50	\$5	\$2.50

*** Monthly credits are prorated according to usage of more than 600 kWh.

<Date>

<Customer Name>

<Customer Street Address>

<Customer City, State Zip>

Dear <Customer Name> ,

What is your home trying to tell you about saving money?

Find out with a FREE home energy assessment.

Why is one room drafty and the other stuffy? Is your HVAC supposed to sound like that? Never fear: We speak your home's language.

By participating in a Home Energy Check, you'll receive a free customized energy report with smart ideas on how you can lower your bill and increase comfort. You'll also learn how to get up to \$1,500 in home improvement rebates.

Plus, you'll receive a free energy savings kit including free LEDs and other valuable items.

Three easy ways to get your Home Energy Check.

In your home: An energy specialist will perform an on-site evaluation and give you a detailed report on ways to save.

By phone: An energy specialist will walk you through the Home Energy Check by phone and send you a custom report.

Online: Complete a Home Energy Check online. You'll get your custom report as soon as you're done.

Schedule a free Home Energy Check today.*

Call toll-free **866.928.8489** or visit duke-energy.com/SpeakHouse to learn more about what your house can tell you.

Sincerely,



Joseph Pietrzak
Products and Services Manager

We remain committed to delivering reliable power while helping to protect the health and safety of our employees, customers and everyone around us. Learn more about our ongoing response to COVID-19 at dukeenergyupdates.com.

*Available for eligible single-family homeowners.



1. Get up to \$147 in bill credits! / EnergyWise Home is an easy way for you to earn annual bill credits and help the environment. You sign up. We do the rest.



Warm and Cozy Savings

Earn up to \$147 in bill credits each year by enrolling in EnergyWise® Home. Enroll your heat-cool system, electric water heater and/or pool pump. When energy demand is high, we'll automatically reduce their energy use. You sign up and we can do the rest.

[ENROLL TODAY](#)

How EnergyWise Home works



Enroll your AC, water heater, pool pump and/or heat pump.



Get up to \$147 in bill credits each year.



Help the environment and the community.

We remain committed to delivering reliable power while helping to protect the health and safety of our employees, customers and everyone around us. Learn more about our ongoing response to COVID-19 at dukeenergyupdates.com.

[¿Busca información en español?](#)

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