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# Public Service Commission

September 10, 2021

Ms. Dianne M. Triplett  
Deputy General Counsel  
Duke Energy Florida, LLC  
299 First Avenue North  
St. Petersburg, FL 33701  
[Dianne.Triplett@duke-energy.com](mailto:Dianne.Triplett@duke-energy.com)

**STAFF'S SECOND DATA REQUEST  
VIA EMAIL**

**Re: Docket No. 20210121-EG – Petition for approval of modifications to demand-side management program plan and participation standards, by Duke Energy Florida, LLC.**

Dear Ms. Triplett:

By this letter, Commission staff requests that Duke Energy Florida, LLC (DEF or Utility) provide responses to the following data request:

1. Please refer to DEF's response to Staff's First Data Request, No. 1. For each column in the table, please provide the percentage of total customers reflected by the number of disconnections.
2. Please refer to DEF's response to Staff's First Data Request, No. 2. Please indicate how DEF recovers the costs associated with purchasing household income data.
  - a. In its response, DEF states that a mapping tool allows the Utility to identify areas that are "generally" below 200 percent of the poverty income guidelines. Please explain if DEF makes the final decision as to whether or not an area is considered a low-income area.
3. In part, DEF's response to Staff's First Data Request, No. 3, states that the Utility "will keep track of the number of low-income customers who complete an audit and receive an 'Assistance Kit' through the Home Energy [Check] Program." Describe the changes, if any, the Company plans to make to its March 1<sup>st</sup> Demand Side Management Annual Reports to report the number of low-income participants of the Home Energy Check Program who complete an audit and receive "Assistance Kits."

4. Please refer to DEF's response to Staff's First Data Request, No. 3. Please indicate when DEF intends to develop a monthly process to identify customers who qualify for the "Assistance Gift Cards," and when the Utility will develop a system to keep track of customers who receive gift cards. As part of this response, please indicate whether or not DEF plans to incorporate these processes into the Utility's DSM Program Standards document. If not, please explain.
  - a. Please explain why these processes have not yet been developed.
5. Please refer to DEF's response to Staff's First Data Request, No. 3. Please detail how DEF intends to "broaden the neighborhood boundaries" for the Neighborhood Energy Saver Program.
  - a. Will DEF or a third-party contractor install the energy conservation measures for the additional participants? If these installations are to be done by a third-party contractor, please indicate whether or not DEF has verified that the contractors agree to the expansion. If not, please explain.
6. Please refer to DEF's response to Staff's First Data Request, No. 4, and Attachment A. Does DEF anticipate there will be a 5 percent increase associated with outreach, or the 4.1 percent increase reflected in Attachment A. If 5 percent, please indicate the total dollar amount this reflects, and provide a revised version of Attachment A.
  - a. Referring to Attachment A, please identify the reason for the large increase in the "Current Program Costs" column from 2021 to 2022 for the Neighborhood Energy Saver Program.
7. Please refer to DEF's response to Staff's First Data Request, No. 9. Please indicate whether or not each of these measures are cost-effective.
  - a. Please provide the kW and kWh savings associated with each of these measures as done in the Utility's response to Staff's First Data Request, No. 14.
8. Please refer to DEF's response to Staff's First Data Request, Nos. 9 and 13. Please explain the reason for the difference in price for the "9W LED" in each kit.
9. Please refer to DEF's response to Staff's First Data Request, No. 10. Please describe what actions (i.e. customer communications, waiting lists, etc.) DEF plans to take if more than 20,000 qualifying low-income customers, as a result of the Utility's target marketing efforts, contact DEF seeking to participate in the program's kit distribution.
10. Please refer to DEF's response to Staff's First Data Request, No. 17. Please explain if completion of a home audit is a requirement for any other programs.

11. Please refer to DEF's response to Staff's First Data Request, No. 17. In its response, DEF states that ". . . the Neighborhood Program is designed to target specific neighborhoods and directly install measures in customer homes . . ." Please explain if the portion of the Home Energy Check Program that will be providing additional "Assistance Kits" will be targeting specific neighborhoods as well.
  - a. As part of the Home Energy Check Program, please explain if customers will be expected to install the measures included in the "Assistance Kits" themselves.
12. Please refer to DEF's response to Staff's First Data Request, No. 20. Please explain how adding the "Assistance Kits" to the Home Energy Check Program benefits the general body of ratepayers.
  - a. Please indicate whether or not the Florida Energy Efficiency Conservation Act specifically identifies a particular class of customers.
13. Please refer to DEF's response to Staff's First Data Request, No. 21. Please indicate whether or not the \$30 gift card will only be available to customers currently participating in the Residential Load Management Program. Please explain.
  - a. Please indicate whether or not the \$30 gift card can be used for purposes other than bill relief. If so, please explain.
14. Please refer to DEF's response to Staff's First Data Request, No. 22. Please provide the monthly bills for each of the customers with accounts more than 60 days in arrears. As part of this response, please indicate the amount in arrears for each customer.
  - a. Please identify the total number of customer accounts at the highest level of 60-day arrearages.
  - b. Please explain why DEF projects that 1,000 gift cards will be provided each year, when there are currently only 453 low-income customer accounts that are more than 60 days in arrears.
15. Please refer to DEF's response to Staff's First Data Request, No. 26. Does DEF plan to update these schedules to reflect the \$30 gift cards? If so, please identify when DEF plans to update these schedules. If not, please explain.
16. Please refer to DEF's response to Staff's First Data Request, No. 30. Please indicate whether a customer disconnection has a negative or positive impact on demand response.
17. Please refer to DEF's response to Staff's First Data Request, Attachment B. Please explain why column 3 of benefits for the Neighborhood Energy Saver Program on page 4, are greater than column 3 of benefits for the Residential Load Management Program on page 1. As part of this response, please provide copies of the cost-effectiveness runs in Microsoft Excel format with formulas intact for each program.

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Please file all responses electronically no later than **September 24, 2021**, via the Commission's website at [www.floridapsc.com](http://www.floridapsc.com), by selecting the Clerk's Office tab and Electronic Filing Web Form (reference Docket No. 20210121-EG). If you have any questions, please contact me by phone at (850) 413-6592, or by email at [tthomps@psc.state.fl.us](mailto:tthomps@psc.state.fl.us).

Sincerely,

*/s/Takira Thompson*

Takira Thompson  
Engineering Specialist

TTT/pz

cc: Office of Commission Clerk (Docket No. 20210121-EG)  
Matthew R. Bernier ([matthew.bernier@duke-energy.com](mailto:matthew.bernier@duke-energy.com))